

NMC XMP Meeting Center

User Guide

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TABLE OF CONTENTS

Chapter 1 Getting Started

Section 1 Introduction	1-1
Section 2 NMC XMP Web Portal	1-2
2.1 The Home Page	1-3
2.2 Account Profile	1-4
2.3 Edit Account Profile	1-5
2.4 Resources Menu	1-6
2.4.1 Accounts.....	1-6
2.4.2 Address Book	1-6
2.4.3 Users	1-6
2.4.4 Groups.....	1-7
2.4.5 Audio Files.....	1-7
2.4.6 Schedules.....	1-7
2.5 Services Menu	1-7
2.5.1 Conferences	1-7
2.5.2 Mass Notifications	1-7
2.6 RealView	1-7
2.7 Reports Menu	1-8
2.7.1 Service Reports.....	1-8
2.7.2 Usage Reports	1-8
2.7.3 System Status	1-8
2.7.4 System Events	1-8
2.7.5 Current Logins.....	1-8
2.8 Help	1-9
2.9 Networking Setup	1-9
Section 3 System Setup	1-10
3.1 System Identification Settings	1-10
3.2 Voice Settings.....	1-10

3.3	Resource Constraints.....	1-11
3.4	VoIP Settings.....	1-11
Section 4	Service Settings.....	1-12
4.1	Basic Settings.....	1-12
Section 5	Roles and Privileges	1-13
Section 6	Circuit Group	1-13
Section 7	Maintenance.....	1-14
7.1	Backup/Restore Functions	1-14
7.2	Process Management Functions.....	1-14
7.3	Diagnostic Generation Functions	1-14
Section 8	Licensing.....	1-15

Chapter 2 Meeting Center Users

Section 1	Creating Users.....	2-1
1.1	Working with Users	2-1
1.2	Add A User.....	2-2
1.3	Edit a User.....	2-2
1.4	Delete a User	2-2
Section 2	Creating Groups	2-3
2.1	Working with Groups	2-3
2.2	Add a Group.....	2-4
2.3	Edit a Group.....	2-4
2.4	Delete a Group.....	2-4
2.5	Uploading a Group/Multiple-Group Call-Out List.....	2-4
Section 3	Managing Your Profile	2-7
3.1	Edit Account Profile	2-7

Chapter 3 Conferences

- Section 1 Creating Conferences 3-1**
 - 1.1 Available Conference Types..... 3-1
 - 1.1.1 On-Demand 3-1
 - 1.1.2 Scheduled 3-1
 - 1.1.3 Booked 3-2
 - 1.2 Managing Conferences 3-2
 - 1.3 Add Conference..... 3-3
 - 1.4 Basic Settings..... 3-4
 - 1.4.1 Access Codes 3-4
 - 1.4.2 Audio Messages and Hold Music 3-4
 - 1.4.3 Audio Options 3-4
 - 1.4.4 Security Options 3-6
 - 1.4.5 Callout Options 3-8
 - 1.4.6 Recording Options..... 3-8
 - 1.5 Scheduled Conference 3-9
 - 1.5.1 Quick Schedule 3-9
 - 1.5.2 Use Pre-defined Schedules..... 3-10
 - 1.6 Inviting Users to Your Conference..... 3-10
 - 1.7 Accepting an Invitation 3-12
- Section 2 Using Audio Conferences 3-12**
 - 2.1 Join a Conference 3-12
 - 2.2 Conference Dial-out..... 3-13
 - 2.3 Restore a Conference 3-13
 - 2.4 In Conference DTMF Controls..... 3-13
 - 2.4.1 Mute and Unmute 3-13
 - 2.4.2 Mute All and Unmute All..... 3-13
 - 2.4.3 Self-Mute All 3-14
 - 2.4.4 Start and Stop Recording 3-15
 - 2.4.5 Lock and Unlock a Conference 3-15
 - 2.4.6 Using Sub-Conference Rooms..... 3-15
 - 2.4.7 Voting 3-16
 - 2.4.8 Disconnect a Conference 3-16

2.4.9 View the End of Conference Summary Report	3-17
2.5 Moderator DTMF Controls.....	3-17
2.6 Participant DTMF Controls	3-18
Section 3 Firebar/Call-out Conferencing.....	3-19
3.1 Creating Call-out Members	3-20
3.2 Triggering a Call to Call-out Members.....	3-22
3.3 Uploading a Group/Multiple-Group Call-out List.....	3-24
Section 4 Mass Notification.....	3-26
4.1 Setting up a Mass Notification Call-out List.....	3-27
4.2 Setting-up a Mass Notification Session.....	3-29
4.3 Triggering a Mass Notification Call-out Session.....	3-30
4.4 Setting-up a Mass Notification Call-out List.....	3-32
4.5 Upload a Mass Notification Group/Multiple Group Call-out List	3-33
Section 5 Web Conferencing.....	3-35
5.1 Downloading the Webcast Client	3-37
5.2 Using Web Collaboration Application	3-39
5.2.1 Method 1:	3-39
5.2.2 Method 2:	3-39
5.3 The Web Collaboration Portal	3-41
5.4 Using Desktop Sharing.....	3-43
5.5 Using Application Sharing	3-44
5.6 Using Whiteboard.....	3-45
5.7 Using Webinar Mode.....	3-45
5.8 Dual Monitor Support – Detachable Windows.....	3-45
5.9 Connection Speed.....	3-46
5.10 Help.....	3-47
Section 6 Using the RealView Portal	3-48
6.1 RealView Overview	3-48
6.2 Muting Participants.....	3-49
6.3 Disconnecting Participants	3-49
6.4 Recording Conferences.....	3-49
6.5 Locking Conferences.....	3-50
6.6 Transferring Participants	3-50

Chapter 4 Meeting Center Reports

Section 1 Reports	4-1
1.1 The Service Reports Page	4-1
1.2 Listening to a Conference.....	4-2
1.3 Viewing a Conference Report.....	4-2
1.4 Viewing a Conference Log	4-3

Chapter 5 Help and Troubleshooting

Section 1 Online Help.....	5-1
Section 2 Troubleshooting Help.....	5-2



LIST OF FIGURES AND TABLES

Chapter 1 Getting Started

Figure 1-1	NMC XMP Default Landing Screen	1-2
Figure 1-2	NMC XMP Conference Login Screen	1-2
Figure 1-3	Conferences – Home Page	1-3
Figure 1-4	Account Profile Page	1-4
Figure 1-5	Account Profile Page	1-5
Figure 1-6	Resources Menu	1-6
Figure 1-7	Services Menu	1-7
Figure 1-8	Reports Menu	1-8
Figure 1-9	Network Setup	1-9
Figure 1-10	System Settings Page.....	1-10
Figure 1-11	Service Settings Page.....	1-12
Figure 1-12	Roles and Privileges Page.....	1-13
Figure 1-13	Circuit Group Page	1-13
Figure 1-14	Maintenance Page	1-14
Figure 1-15	License Page	1-15

Chapter 2 Meeting Center Users

Figure 2-1	Users – Home Page.....	2-1
Figure 2-2	Add User Page.....	2-2
Figure 2-3	Edit User Page	2-2
Figure 2-4	Groups Page.....	2-3
Figure 2-5	Add Group Page	2-4
Figure 2-6	Example of Multiple-Group	2-5
Figure 2-7	Bulk Upload.....	2-5

Figure 2-8	Upload Groups and Users.....	2-6
Figure 2-9	Example of Groups Page	2-6
Figure 2-10	Account Profile Page.....	2-7

Chapter 3 Conferences

Figure 3-1	Services – Conference Page.....	3-2
Figure 3-2	Add Conference Page	3-3
Figure 3-3	Conference Scheduling Page.....	3-9
Figure 3-4	Example of Calendar Message	3-11
Figure 3-5	Example of Conference Summary Report.....	3-17
Table 3-1	Moderator Control Codes	3-17
Table 3-2	Participant Control Codes	3-18
Figure 3-6	Call-out Conferencing Diagram	3-19
Figure 3-7	Call-out Members Screen.....	3-20
Figure 3-8	Ad-hoc Members Screen.....	3-21
Figure 3-9	Example of Saved Call-out Members Screen	3-21
Figure 3-10	Example of Members for Firebar Conference	3-21
Figure 3-11	Edit Conference – Basic Settings Screen	3-22
Figure 3-12	Edit Conference – Send Now	3-22
Figure 3-13	Edit Conference – Scheduling Screen	3-23
Figure 3-14	SMS Call-out Conferencing Diagram	3-23
Figure 3-15	Example of .CSV File	3-24
Figure 3-16	Example of Groups Screen	3-24
Figure 3-17	Example of Upload Groups and Users Screen	3-25
Figure 3-18	Example of Updated Groups Screen.....	3-25
Figure 3-19	Multi-modal Mass Notification Diagram.....	3-26
Figure 3-20	Edit Mass Notification Screen	3-27
Figure 3-21	Edit Mass Notification – Ad-hoc Members Screen	3-28
Figure 3-22	Example of Service Updated.....	3-28
Figure 3-23	Example of Members for Mass Notification Test.....	3-28

Figure 3-24 Mass Notifications Screen 3-29

Figure 3-25 Edit Mass Notifications Screen 3-29

Figure 3-26 Mass Notifications – Service Updated Screen 3-30

Figure 3-27 Mass Notification – Access Code 3-30

Figure 3-28 Edit Mass Notification – Send Now 3-31

Figure 3-29 Edit Mass Notification – Submit 3-31

Figure 3-30 Edit Mass Notification – Call-out Members 3-32

Figure 3-31 Edit Conference – Ad-hoc Members 3-32

Figure 3-32 Example of Mass Notifications – Users..... 3-33

Figure 3-33 Example of Call-out Members..... 3-33

Figure 3-34 Example of .CSV File 3-33

Figure 3-35 Example of Groups Screen 3-34

Figure 3-36 Example of Upload Groups and Users Screen 3-34

Figure 3-37 Example of Updated Groups Screen 3-35

Figure 3-38 Basic Settings – Enable Web Conferences 3-36

Figure 3-39 Download Client 3-37

Figure 3-40 My Profile – Install Webcast Client..... 3-38

Figure 3-41 Conferences Screen 3-39

Figure 3-42 Moderator Login 3-39

Figure 3-43 Example of Conference Invitation 3-40

Figure 3-44 Web Collaboration Portal Screen..... 3-41

Figure 3-45 Share Screen 3-43

Figure 3-46 Share Screen – Desktop Drop-Down Menu 3-44

Figure 3-47 Example of Whiteboard Display 3-45

Figure 3-48 Enable Detachable Windows 3-46

Figure 3-49 Example of Detachable Windows 3-46

Figure 3-50 Example of Frequently Asked Questions 3-47

Figure 3-51 RealView Page 3-48

Figure 3-52 Example of RealView Transfer Screens 3-51

Chapter 4 Meeting Center Reports

Figure 4-1	Example of Service Reports Page	4-1
Figure 4-2	Example of Conference Report	4-2
Figure 4-3	Example of Conference Log	4-3

Chapter 5 Help and Troubleshooting

Figure 5-1	Help Page.....	5-1
Table 5-1	Troubleshooting Codes	5-2

SECTION 1 INTRODUCTION

The Meeting Center NMC XMP Server supports Audio and Web Conferencing applications. This User Guide explains the use of the following audio capabilities:

- Reservation-less Meet Me conference
- Reservation based Meet Me conference
- Dialed Number based conference
- Dial-out from conference
- Recurring conference
- Firebar/Call-out Conferencing
- Mass Notification

The system ships with a web-accessible, graphical user interface. A personal computer connected to the company's LAN or the Internet can be used to launch the user interface.

Audio Conferencing Features

Audio conference services include the following features:

- Web portal and phone based in-conference controls
- Sending of Conference Invitations via Microsoft Outlook® iCalendar
- Dynamic Port allocation per conference for audio participants
- Loudest Talker display on web portal
- Conference specific entry tones
- Participant Recorded Names as Entry / Exit notification
- Conference recording and replay
- Participant transfer between conferences
- Conference selectable exit tones
- Merging of conferences via web portal
- Detailed call logs via web portal

- End of session summary usage report
- Class room mode
- Analyst mode

SECTION 2 NMC XMP WEB PORTAL

Access the user interface through a standard web browser (Internet Explorer® 8.0 or higher, Firefox® or Chrome™). Type the server’s IP address (default 192.168.0.207) in your browser’s URL (Universal Resource Locator) field. The system should display the Log in page as shown below.

The NMC XMP Conference Center allow the ability to manage user account preference and web conference settings.

Figure 1-1 NMC XMP Default Landing Screen



To manage your account, select the **Manage Account** button and continue with [Figure 1-2 NMC XMP Conference Login Screen](#) below.

To join the web conference, select the **Web Conference** button and proceed to [Section 5 Web Conferencing on page 3-35](#).

Figure 1-2 NMC XMP Conference Login Screen



To login to the User web portal

1. Enter the Login **Name** (provided by your System Administrator).
2. Enter your **Passcode** (provided by your System Administrator).
3. Select **Manage Services**

The system displays the Home Page which is pointed to list of Defined Conferences in your user account by default.

2.1 The Home Page

The Home page allows you to access various tabs associated with managing your profile and creating conferences. The home page also lists the existing conference rooms in your account.

Figure 1-3 Conferences – Home Page

The screenshot shows the 'Conferences' page in the NEC Conference Center. At the top, there is a navigation bar with 'admin' on the left and '2016-07-26 08:47' and 'Sign Out' on the right. Below the navigation bar is a menu with 'My Profile', 'Resources', 'Services', 'Real View', 'Reports', 'Administration', 'Additions', and 'Help'. The main content area has a title 'Conferences' and a search bar. Below the search bar is a table with the following data:

No.	Account	Subject	iCal	Comments	Moderator	Participant	Callout	Send Now	Web	Select
1	admin	Conference for admin	iCal	1 Members	71745	07277	67252	Send Now	Meet	<input type="checkbox"/>
2	nuser	Conference for nuser	iCal	1 Members	11111	22222	02131	Send Now	Meet	<input type="checkbox"/>

The following sections explain the different tabs and associated drop down menus:

2.2 Account Profile

The Account Profile tab shows the various items associated with your moderator account. These include your contact information, service privileges associated with your account and other service defaults.



The service privileges available to your Account are assigned by the System Administrator.

Figure 1-4 Account Profile Page

The screenshot shows the 'My Profile' page in the Conference Center. The top navigation bar includes 'admin', 'Conference Center', '2016-07-26 08:44', and 'Sign Out'. The main navigation bar includes 'My Profile', 'Resources', 'Services', 'Real View', 'Reports', 'Administration', 'Additions', and 'Help'. The 'My Profile' page is divided into several sections:

- Personal Info:** Fields for Login (admin), New Password, Confirm New Password, First Name (admin), Middle Name, Last Name (admin), Nickname, Primary Phone (9725900211), Alternate Phone 1, 2, and 3, Primary Email (XMP@DQADC.com), Secondary Email, SMS Address, Pager Address, Maximum Services (-1), Page Size (0), Language (en-US), and Time zone (GMT-05:00 Central Time (US & Canada)). A note at the bottom states: "At least one of First name and Last name is required, and at least one phone number or email/sms/pager address is also required."
- Email Settings:** A checkbox for "Send email summary reports" is checked. Below it is an "Optional Email Provider (leave blank to use system default provider)" section with fields for Server (192.168.0.66), Port (25), User Name (XMP@DQADC.com), Password (masked), and Authentication (Login selected).
- Service Privileges:** A list of checkboxes: Audio Conferencing (view) [checked], Audio Conferencing (add/delete) [checked], Conference Recording [checked], Conference Dialout [unchecked], Web Conferencing [checked], Mass Notification [checked], Audio Files [checked], and RealView [checked].
- Service Defaults:** A list of checkboxes: Conferences wait for moderator [checked], Conferences disconnect lone participants [unchecked], Conferences stop when moderator disconnects [unchecked], Conferences play Wait-For-Conference message [unchecked], Conferences play About-To-Join message [unchecked], and Conferences drop dial-out calls when all dial-in callers disconnect [unchecked].
- Webcasting:** A button labeled "Install Webcast Client".

2.3 Edit Account Profile

To modify your profile, including changing your password, select **Account Profile**. The system displays the Account Profile page, shown below.

Figure 1-5 Account Profile Page



For added security, change your password at the earliest opportunity.

NOTE

1. Confirm your Personal Information. Required information includes:
 - Either a First or Last name
 - At least one phone number or Email/SMS/pager address
2. Select your home time zone from the Time Zone drop down list.
3. The Privileges on the right side identify the services that are turned on by the System Administrator for your account.
4. Select or deselect the Defaults as applicable from the following. These Defaults will apply to any new conference added by you.
 - Check the Conferences wait for Moderator box to indicate that conferences will have the Wait for moderator to join option selected as the default.
 - Check the Conferences play Wait-for-Conference message box to indicate conferences will have the Play Wait -For-Conference announcement option selected as the default.

- Check the Conferences play About-to-Join message box to indicate conferences will have the Play About-To-Join announcement option selected as the default.
- Check the Conferences drop dial out calls when all dial in calls disconnect box to indicate that conferences will have the Drop Dial out calls when all dial in callers disconnect option selected as the default.



NOTE

Selecting these options do not affect any existing conferences.

5. Select your preferred Summary Email Options.
6. Select **Submit** to save changes to your profile information or **Cancel** to ignore the changes and return to the Home page.

2.4 Resources Menu

The Resources menu shows Users, Audio Files and Schedules associated with your moderator account.

Figure 1-6 Resources Menu



2.4.1 Accounts

The Accounts Page lists any moderators you have previously defined.

2.4.2 Address Book

The system allows loading of a company's Address Book into the system. All members in the Address Book are referred to as 'Users'. The information from a User's profile is used by different applications available on the system.

2.4.3 Users

Click on the Users tab to create users for your conference account. When a participant dials into your conference and his/her caller ID matches the number on the associated User profile then his/her name will be displayed on the RealView portal. If the participant's name is not in the User list then only the participant's caller ID is displayed.

2.4.4 Groups

Click on this tab to organize your Users into one or more Groups. Having Groups makes it easy when using Dial out conferencing and Mass Notification applications.

2.4.5 Audio Files

These are customized greetings, join messages, and hold music or messages recorded to personalize your conference rooms.

2.4.6 Schedules

These are your personal schedules (e.g., My Vacation etc) that are used to support scheduled conferences.

2.5 Services Menu

This menu shows the services associated with your Moderator account.

Figure 1-7 Services Menu



2.5.1 Conferences

This will display a summary page of all of the conferences created under your moderator account.

2.5.2 Mass Notifications

This will display list of Mass Notification sessions associated with your moderator account.

2.6 RealView

This is a real time view of your conferences. It will open in a separate browser window. On the screen will be Conference Controls and information about the participants in your conference(s). For more information, refer to Chapter 3 [Section 6 Using the RealView Portal on page 3-48](#).

2.7 Reports Menu

The Reports Menu shows Service Reports and Usage Reports for your conferences. For a complete description, refer to Chapter 4 [Section 1 Reports](#).

Figure 1-8 Reports Menu



2.7.1 Service Reports

A Service Report is a per instance report for each conference conducted in one of your conference rooms. There are two reports available under service reports. The Summary report provides a quick view on participants that joined the conference. The detail report is a CSV file that provides a Call Detail Record (CDR) for each caller that joined the conference. The Log shows all call activity, DTMF controls used etc. during a given conference.

2.7.2 Usage Reports

A Usage Report allows you to see details of conferences conducted during a definable time period. For example, if you wanted to know how much time you spent in conferences in a given month, week or day, the usage report will give you a total in summary form.

2.7.3 System Status

The System Status page show the following information:

- Version numbers of the software components.
- An indication of the status of the voice processor software component.
- Port status (green if the port has been opened successfully) .
- A count of the number of invalid web login attempts and locked web accounts.

2.7.4 System Events

The system display the details on system events logs.

2.7.5 Current Logins

The system displays the details on the current web users page:

The current web users shown by system admin only, unprivileged accounts are not able to view the current web users.

2.8 Help

The Help tab provides context sensitive help.

2.9 Networking Setup

Use the Network Set up page to change any Network Settings, System Clock and Timezone, NTP Server and the Email Relay. After making the appropriate changes press Reboot. It will take about 5 minutes for the new settings to get enabled.

Figure 1-9 Network Setup

Network Setup

Network Settings Hostname <input type="text" value="NMC"/> Ip Address <input type="text" value="128.191.249.109"/> Gateway <input type="text" value="128.191.249.1"/> SubNetmask <input type="text" value="255.255.255.0"/> Primary DNS <input type="text" value="8.8.8.8"/> Secondary DNS <input type="text" value="192.168.0.64"/> <div style="text-align: right;"><input type="button" value="Apply"/></div>	Email Relay Relay Server <input type="text"/> User Name <input type="text" value="your_email_ID"/> Password <input type="password" value="....."/> Authentication <input type="text" value="PLAIN"/> <div style="text-align: right;"><input type="button" value="Apply"/></div> Test Email Address Email Address <input type="text"/> <div style="text-align: right;"><input type="button" value="Test Email"/></div>
System Clock and Timezone System clock <input type="text" value="2016"/> <input type="text" value="July"/> <input type="text" value="26"/> - <input type="text" value="09"/> : <input type="text" value="41"/> System timezone <input type="text" value="(GMT-06:00) America/Chicago"/> <div style="text-align: right;"><input type="button" value="Apply"/></div>	NTP Server IP Address <input type="text" value="centos.pool.ntp.org"/> <div style="text-align: right;"><input type="button" value="Apply"/></div>



NOTE

The NMC XMP will need to reapply the license file if the IP Address is changed.

SECTION 3 SYSTEM SETUP

To configure system parameters, select System Settings from the Administration Menu. The system displays the System Settings page.

Figure 1-10 System Settings Page

3.1 System Identification Settings

1. The **System Name** field defines the text that is displayed on the top bar of the user interface.
2. The **Server Name** field defines the URL for accessing the server's web portal over LAN/Internet.
3. The **Dial-in Number** field allows you to define a system-wide dial-in number for accessing Meeting. This field is used in the iCal to populate the dial-in number in the outgoing messages. All participants will dial this number to obtain access to the conferences on the system.
4. **Time Zone**. This field assigns the time zone of the server.
5. To **Upload New Logo**, select the **Browse** button to open a Choose File dialog. Select the file located on your computer and select **Open**. The system replaces the default logo on the user interface. To clear the logo without replacing it, check the **Clear Logo** box and press submit.

3.2 Voice Settings

1. Enter a number in the **Internal Extension length** field to define the length of PBX extensions. When making outbound calls from the system, this length is used to determine if a dial-out prefix (for example, digit 9) should be pre-pended to the number being dialed. For numbers longer than the internal extension length, the dial out prefix is appended.

2. Enter a **Dial out Prefix** to define a string of digits to be dialed before an outside, Public Switched Telephone Network (PSTN) number is dialed.
3. Enter the **Default Originating** Number to indicate the ANI on outgoing calls. This field is used to populate the From field in the SIP invite so it should be just numerals.
4. Enter a number in the Maximum Allowed Dial-out Digits field to restrict the dialing out of calls. Depending on the length defined, calls can be limited to:
 - Internal extensions only (length = 6)
 - Internal extensions and local PSTN numbers only (length = 10)
 - Internal extensions, local PSTN, and domestic long distance (length = 11)
 - Internal extensions, local PSTN, and domestic long distance and international calls (length = 17)
5. Enter a time (in seconds) in the **Answer Timeout** field to determine the time period for which the system will ring the dialed telephone before declaring it "No Answer."
6. Enter a time (in seconds) in the **Inter-call Delay** field to specify a delay parameter in seconds (for example, 1 second) that will be inserted between calls sent on the same port.
7. Enter the **Number of significant digits for incoming calls** to match the ANI for certain services

3.3 Resource Constraints

1. Enter a number (in days) in the **Keep History data** field to indicate the number of days for which the Call Detail Records are kept in the system. A typical value is 30 days.

3.4 VoIP Settings

1. Select SIP UDP as the VoIP Protocol.
2. Enter the system's IP address in the **Stack Address** field.
3. Enter the SIP Port (i.e., 6060 etc.) that the IPedge will be listening on in the **Stack Port** field.

SECTION 4 SERVICE SETTINGS

The Service Settings tab allows you to define system-wide default settings associated with various services. A Moderator can override these settings in their personal accounts.

Figure 1-11 Service Settings Page

Cancel
Service Settings
Submit

Basic Settings

Maximum access code retries

Default access code Length

Default maximum services for moderators

Send summary emails to moderators

Enable account-level port restriction

Schedule port usage

Conferencing Settings

<p>Default Values</p> <p><input checked="" type="checkbox"/> Participants wait for moderator to join</p> <p><input checked="" type="checkbox"/> Play Wait-For-Conference announcement</p> <p><input checked="" type="checkbox"/> Play About-To-Join announcement</p> <p><input checked="" type="checkbox"/> Disconnect lone participants</p> <p><input checked="" type="checkbox"/> Stop conference when moderator disconnects</p> <p><input checked="" type="checkbox"/> Drop dial-out calls when all dial-in callers disconnect</p> <p>Scheduling Settings</p> <p>Lobby time (minutes) <input type="text" value="0"/></p> <p>Reserve ports for unscheduled conferences <input type="text" value="0"/></p> <p>Scheduled port over-subscription percentage <input type="text" value="0"/></p> <p><input checked="" type="checkbox"/> Play warning 5 minutes before end of scheduled time</p>	<p>Global Settings</p> <p><input checked="" type="checkbox"/> Allow blast call-out</p> <p><input checked="" type="checkbox"/> Allow progressive call-out</p> <p>Maximum conference recording length minutes <input type="text" value="60"/></p> <p>Speech energy threshold <input type="text" value="300"/> [recommended value: 150]</p> <p>Comfort noise level <input type="text" value="0"/> [recommended values: 0 or 50]</p> <p>Line Quality Testing Settings</p> <p><input type="checkbox"/> Perform line quality tests</p> <p><input type="checkbox"/> Log the test results</p> <p>Default noise threshold <input type="text" value="40"/>%</p>
--	---

Mass Notification Settings

Default number of dialout channels to use

4.1 Basic Settings

1. **Maximum Access Code retries.** This field specifies number times a caller will be prompted to enter the Access Code. This is a system wide setting. A typical number for this setting is 3.
2. **Default Access Code Length.** This field specifies the minimum length of access code expected by the system. A typical number for this setting is 5.
3. **Send summary emails to Moderators.** If checked, the Moderator will get a summary email after his/her conference is over.
4. **Restrict Moderator port usage.** If checked, Moderator accounts can be created with port restrictions. For example, it is possible to create Moderator account with 'n' ports even though the system may have 'm' ports where $m > n$.
5. **Schedule port usage check box.** If checked, the system will allow scheduled conference calls.

SECTION 5 ROLES AND PRIVILEGES

To set the Moderator Default Privileges - Hover the mouse on Administration tab and then click on Role And Privileges link, System display the Role And Privileges Page.

Figure 1-12 Roles and Privileges Page

The screenshot shows a web interface titled 'Roles and Privileges'. It features a 'Cancel' button on the top left and a 'Submit' button on the top right. Below the title bar, there is a section labeled 'New Account Default Privileges' containing a list of nine items, each with a checked checkbox:

- Audio Conferencing (view)
- Conference Dialout
- Audio Files
- Audio Conferencing (add/delete)
- Web Conferencing
- RealView
- Conference Recording
- Mass Notification

Following privileges display on role and privileges page to set as moderators default privileges:

1. Audio Conferencing (view)
2. Audio Conferencing (add/delete)
3. Conference Recording
4. Conference Dialout
5. Web Conferencing
6. Realview

System administrator can select/unselect any service privilege from the above list to set moderators default privileges and save the changes by click on submit button.

SECTION 6 CIRCUIT GROUP

The Circuit Group page lists any Circuit Groups you have previously defined.

Figure 1-13 Circuit Group Page

No.	Circuit Group	Address	Type	Options	Select
1	SV9100	128.191.249.100:5070	SIP Phones	N/A	<input type="checkbox"/>

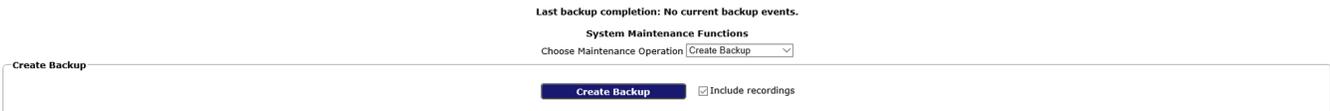
The system displays the following information related to Circuit groups:

- The system generated serial No. for Circuit Groups.
- The Circuit Group name.
- The Address for the Circuit Group.
- The Type of Circuit Groups.
- A Select check box to delete the saved Circuit Group.

To add a new circuit group Click on 'Add'. To edit a circuit group, Click on the name associated with the circuit group.

SECTION 7 MAINTENANCE

Figure 1-14 Maintenance Page



The System Maintenance page supports these functions:

- backup/restore
- process management
- diagnostic generation

7.1 Backup/Restore Functions

These functions support generation of backup files on the server, download of the backup files, upload of backup files, and database restore from a backup file.

7.2 Process Management Functions

The functions support starting and stopping the voice application.

7.3 Diagnostic Generation Functions

The functions support the generation and download of system diagnostic files.

SECTION 8 LICENSING

The Licensing shows the current set of features licensed, and allows the installation of a new license file.

Figure 1-15 License Page



To request a license, please supply the shown Hardware Address to your license supplier.

Also, a count of the number of ports for port-related features is shown.

After receiving the license file, next use 'Choose File' to point to the license file on your PC and then click on 'Upload'.



NOTE

The license file name contains six numerals that match the least significant 3 octets of the MAC address of the system. This helps an associate in determining that a correct license file pertaining to the USN at hand is being loaded.

The upload process takes approximately three minutes. After the license is successfully uploaded, the portal will self-refresh and the purchased number of application ports will be displayed as shown below.



SECTION 1 CREATING USERS

This chapter explains how to set up your users. Creating users is useful if you want to view conference participants by name, based on their source number.

Moderators must manually add users. The system administrator can also import users into the address book via active directory synchronization or bulk upload via CSV file.

1.1 Working with Users

If you set up your users, the system displays the user's name on the RealView page for your active conferences.

The system displays the following information related to the users:

- A system-generated number for the user
- The name of the user, with a link to edit the user's personal information
- A check box to delete the user

The previous, next and page numbers at the bottom allow you to navigate to different pages in the list of users.

Figure 2-1 Users – Home Page

No.	Name	Group Membership	Select
1	Bussey, Chris	Groups	<input type="checkbox"/>
2	Jacobs, Doug	Groups	<input type="checkbox"/>
3	Park, James	Groups	<input type="checkbox"/>
4	Pattist, Lance	Groups	<input type="checkbox"/>

1.2 Add A User

To add a user, click the **Add** button on the Defined Users page. The Add User page, shown below, will be displayed. Fill in the information for each user.



There can be up to four phone numbers for each user. These numbers are used in the reports to match a name to a caller-id, so it is best to include numbers the user is likely to call from in their profile.

When finished, click **Submit** to save the user record.

Figure 2-2 Add User Page

1.3 Edit a User

To edit a user, click on their name on the Defined Users Page. Their user profile will be displayed. Make the desired edits, and then click **Submit** to save the changes.

Figure 2-3 Edit User Page

1.4 Delete a User

To remove a user or users, **check the box** next to the user(s) in the Select column on the right. Then click the **Delete** button at the top of the column. There will be a confirmation message to confirm the deletion.

SECTION 2 CREATING GROUPS

This section explains how to set up your groups. Creating groups is useful if you want to launch a dial-out conference or a mass notification session to a group of users.

Moderators can add groups manually or via bulk upload of a CSV file. The system administrator can also populate groups via synchronization with an external Microsoft Active Directory.

2.1 Working with Groups

The system displays the following information related to the groups:

- A system-generated number for the user.
- Number of Users in each group. Click on the link to see the users associated with the group.
- The Account field shows the login information of the moderator to whom the group belongs.



The system allows moderators to share their groups with other moderators.

- NOTE
- The Type field indicates **Internal** if the group was created manually or via bulk upload using a CSV file. The Type field indicates **External** if the group was created by a system administrator via synchronization with external Microsoft Active Directory and was shared with all moderators.
 - The Name field displays the name of the group.
 - A check box is available under column **Share**. If checked, the moderator will share the group with other moderators on the system.
 - A check box is available under **Delete** column. If you want to delete a group, check the appropriate box and then click on **Apply Changes**.

Figure 2-4 Groups Page

My Profile Resources Services Real View Reports Help					
Add Bulk Upload		Groups		Find	Apply Changes
No.	Users	Account	Type	Name	Share Delete
1	2	sgupta	Internal	Back Office Group	<input type="checkbox"/> <input type="checkbox"/>
2	2	sgupta	Internal	Marketing Group	<input type="checkbox"/> <input type="checkbox"/>
3	4	sgupta	Internal	Sales Group	<input type="checkbox"/> <input type="checkbox"/>

2.2 Add a Group

To add a group, click the **Add** button on the Groups page. The Add Group page, shown below, will be displayed. Select the users that need to be part of the group. You can pick group members from your personal Users list or from the Global Address Book created by the System Administrator. You can also share your group with other fellow Moderators. When finished, click **Submit** to save the Group record.

Figure 2-5 Add Group Page



2.3 Edit a Group

To edit a group, click on the name of the particular group on the Groups page, make desired changes and then press **Submit**.

2.4 Delete a Group

To remove a group, check the appropriate delete box in the column labeled **Delete** and then press **Submit**. There will be a confirmation message to confirm the deletion.

2.5 Uploading a Group/Multiple-Group Call-Out List

If you need to add users in bulk, use the CSV method. Files can include information for creating groups with multiple users for one group, or multiple users in multiple groups.

The following is an example of a multiple-group .CSV file that was created using Microsoft Excel:

Figure 2-6 Example of Multiple-Group

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Address	Group	Location	Dept	First Names	Middle Name	Last Name	Phone #	Alternate Phone	Alternate	Alternate	Email	Secondary	SMS Email	Pager	e-mail
1234 Maple Creek Lane	Main			Bobby		Barron	972 123 4567	469 360 2524			bobby@nowhere.com				
2345 Maple Creek Lane	Main			Sheila		Bata	972 672 4590				sheila@verizon.net				
1234 Foxden	Main			Fred & Mary		Novak	972 987 1234				f&m@somewhere.com				
4567 North Park	Main			Joe & Linda		Hughs	972 567 8765				JL@hughs.com				
2468 park Bend	Main			Jim		Huggins	972 465 1245				jim@huggins.com				
1234 Hickory Creek Lane	Main			Trish		Bowling	214 123 6789				trish@mac.com				
67891 Highland Creek	BOD			John		Campbell	972 987 6543	702 339 7033			john@tx.rr.com				
2345 Highland Ln.	BOD			John		Danis	972 652 4798				danis@gmail.com				
1234 Glenbrook Road	BOD			Leslie		Staggs	972 867 8780				leslie@verizon.net				
1234 Maple Creek Drive	BOD			Paul & Jan		Brunt	972 569 5421				quickdraw@zone.net				
1234 Highland Ln.	Crimewatch			John & Sylvia		Faletti	972 620 6446				thefaletti@gmail.com				
5678 Highland Creek	Crimewatch			Sarah		Wild	214 454 6584	214 234 5678			wild@nowhere.com				
2143 Highland Creek	Crimewatch			Bill		Gates	469 644 6061				bill@ms.com				

Note that column “A” must be a unique identifier, such as employee number or street address. Also there must be at least one phone number, or one email address for each contact record.

Once you have created the spread sheet in MS Excel, save the file as a coma-delineated file (.CSV).

To upload the file to the NMC XMP Server under your Moderator/User account, go to the tab **Resources**, select **Groups** then **Bulk Upload** and press the link:

Figure 2-7 Bulk Upload

The screenshot shows the top navigation bar of the NMC XMP Meeting Center. The user is logged in as 'admin' and the page title is 'Conference Center'. The date and time are '2016-07-26 15:55' and there is a 'Sign Out' button. The main navigation menu includes 'My Profile', 'Resources', 'Services', 'Real View', 'Reports', 'Administration', 'Additions', and 'Help'. Below the navigation menu, there is a section for 'Groups' with an 'Add' button and a 'Bulk Upload' button. A search bar with a 'Find' button and a search icon is also present, along with an 'Apply Changes' button.

The following screen will be visible:

Figure 2-8 Upload Groups and Users

Select **All Groups** for a multiple Group list, or **Single Group** as applicable to the type of list to be uploaded. Then go to the **Browse** button to locate the .CSV file on your PC that you have previously created, then press **Submit**, and a screen similar to the following will be displayed.

Figure 2-9 Example of Groups Page

No.	Users	Account	Type	Name	Share	Delete
1	4	cbussey	Internal	BOD	<input type="checkbox"/>	<input type="checkbox"/>
2	2	cbussey	Internal	Crimewatch	<input type="checkbox"/>	<input type="checkbox"/>
3	4	Hotline	Internal	Day	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4	4	cbussey	Internal	Man	<input type="checkbox"/>	<input type="checkbox"/>
5	4	Hotline	Internal	Night	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6	0	---	Internal	Test Groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Also, from this screen you can delete unwanted groups, and/or share the new groups with other users of the NMC XMP Server.

You have now set-up a number of Groups that may be used for the Call-out, or other NMC XMP applications, such as Mass Notification.

SECTION 3 MANAGING YOUR PROFILE

This section explains how to update your profile. The Account Profile page allows you to control your personal information and view the privileges and defaults setup for your Moderator account.

3.1 Edit Account Profile

To modify your profile, including changing your password, select **Account Profile**. The system displays the Account Profile page, shown below.

Figure 2-10 Account Profile Page



For added security, change your password at the earliest opportunity.

NOTE

1. Confirm your Personal Information. Required information includes:
 - Either a First or Last name
 - At least one phone number or Email/SMS/pager address
2. Select your home time zone from the Time Zone drop down list.
3. The Privileges on the right side identify the services that are turned on by the System Administrator for your account.

4. Select or deselect the Defaults as applicable from the following. These Defaults will apply to any new conference added by you.
 - Check the Conferences wait for Moderator box to indicate that conferences will have the Wait for moderator to join option selected as the default.
 - Check the Conferences play Wait-for-Conference message box to indicate conferences will have the Play Wait -For-Conference announcement option selected as the default.
 - Check the Conferences play About-to-Join message box to indicate conferences will have the Play About-To-Join announcement option selected as the default.
 - Check the Conferences drop dial out calls when all dial in calls disconnect box to indicate that conferences will have the Drop Dial out calls when all dial in callers disconnect option selected as the default.



NOTE

Selecting these options do not affect any existing conferences.

5. Select your preferred Summary Email Options.
6. Select **Submit** to save changes to your profile information or **Cancel** to ignore the changes and return to the Home page.

SECTION 1 CREATING CONFERENCES

You can create one or more conference “room” in your account. A “room” is defined by the Moderator and Participant Access code pair. Each “room” on the system must have a unique Access Code pair. Conference rooms are required for audio, web, or audio plus web conferences. This section explains how to set up conference rooms.

1.1 Available Conference Types

There are three types of rooms, On-demand, Scheduled and Booked. Below is a summary of the differences between the types:

1.1.1 On-Demand

The system’s conference ports used by these conferences are on a first come first serve basis. The access codes are valid 24 x 7 x 365. Maximum number of participants in a given conference is limited to total number of ports on the system, or number of ports allocated to your Moderator account by the system administrator. On-Demand conferences are automatically terminated as necessary by the system to clear room for Scheduled Conferences. The on-demand conferences are supported on a “best effort” basis.

1.1.2 Scheduled

The system’s conference ports used by these conferences must be requested in advance. These ports will be held for the conference for the requested duration. The access codes are valid only during the scheduled duration. The conference cannot exceed the number of ports reserved. At the end of the scheduled duration, the conference automatically converts into an On-demand conference, until such time the system needs the ports for another Scheduled conference, hence permitting a scheduled conference to extend its duration, if system resources are still available.

1.1.3 Booked

This is a hybrid between On-Demand and Scheduled conferences. A Booked conference is created by setting the number of reserved ports to zero (0) in a Scheduled Conference. The conference behaves like an On-Demand conference but without any maximum number of participants defined. The Access Codes are valid only for the scheduled duration. The conference shows on the Conferences page as scheduled.

1.2 Managing Conferences

The Conferences page, found under the Services Menu, lists the conference “rooms” you have defined.

Figure 3-1 Services – Conference Page

My Profile Resources Services Real View Reports Administration Additions Help										
Conferences										
No.	Account	Subject	iCal	Comments	Moderator	Participant	Callout	Send Now	Web	Select
1	admin	Conference for admin	iCal	1 Members	71745	07277	67252	Send Now	Meet	<input type="checkbox"/>
2	nuser	Conference for nuser	iCal	1 Members	11111	22222	02131	Send Now	Meet	<input type="checkbox"/>

The system displays the following information related to the conferences:

- No. – A system-generated number for the conference.
- Subject – The conference name with a link to edit the conference details.
- iCAL – A link to invite conference participants via Microsoft Outlook iCalendar application or other calendar application.
- Comments – shows the start and stop times of the next scheduled conference in a conference room. If dial-out capability is licensed, then this column will also show a link that displays dial out contact details of the associated users.
- Moderator – The Moderator Access Code, which allows an external party to join the conference as a moderator
- Participant – The Participant Code, which allows an external party to join the conference as a conference participant.
- Callout – The Callout Code, which allows an external party to initiate a dial out conference. The Callout column is displayed only if Dial-out Conferencing (or Firebar conferencing) is licensed on the system.
- Send Now – The Send Now is a link that a moderator can use to initiate a dial out conference. The Send Now column is displayed only if Dial-out Conferencing (or Firebar conferencing) service is licensed on the system.
- Web – The ‘Meet’ is a link that can be used by the moderator to join a web conference in a given conference room. The Web column is displayed only if Web Conferencing service is licensed on the system.
- A check box to delete the conference.

The previous, next, and page numbers at the bottom allow you to navigate to different pages in the list of conferences.

To filter the list of conferences, enter one or more characters in the field next to Find and select **Find**. A conference can also be searched for by date. The system displays any matching conferences.

To add a new conference, select **Add** to open the Add Conference Page.

To edit an existing conference, select the conference name to open the Edit Conference Page for the selected conference.

To invite Participants, click on iCal to open a Microsoft Outlook appointment window with the conference details already populated. The Outlook appointment will be emailed to selected invitees.



It is not necessary to schedule a conference in order to invite using Outlook. On most PCs, Outlook is the default program for opening the .Cal file. Some PCs may have other calendar applications specified, such as Lotus Notes.

To delete an existing conference, check the **Delete** box next to the conference and select **Delete**.

1.3 Add Conference

The Add Conference page allows you to set up a conference room for your conferences. Once a room is established, you can conduct on-demand conferences, scheduled conferences or booked conferences in that room. The scheduled reservation-based conferences can be set up as one time or recurring conferences. To open the Add Conference page, go to the Conferences page and select **Add**. The system displays the Add Conference page, shown below.

Figure 3-2 Add Conference Page

Enter the name of the conference room in the **Subject** field. This name will be used in the subject line of the invitation when you invite users to the conference room.

1.4 Basic Settings

1.4.1 Access Codes

You can set a Moderator Access Code and separate Participant Access Code to an easily memorized number or you can leave as “reset”. If left as reset, the system generates random Access Codes automatically. If needed, check the Reset box to create new Access Codes for every subsequent conference in the given conference room. If you choose to use this capability remember to send a new iCal invite to participants every time.

If needed, check the **Single Use** box. The selected access codes can only be used once.

1.4.2 Audio Messages and Hold Music

Each conference room can have Customized .wav files associated with it. The “Greeting” is played after an participant enters an Access Code. The Join Message is played as the participant is placed into a conference. The Hold Music is played to the participants until the Moderator joins the conference. Customization of the Audio files is discussed in [Section 2 Using Audio Conferences on page 12](#).

Select an Audio File from the drop down menu and select  to preview the audio file. (The web browser may require the file to be downloaded to be played in the default media player.)

1.4.3 Audio Options

The audio options control the behavior of a conference as it is getting initialized (i.e., first few minutes of a conference).

1.4.3.1 Entry and Exit Tones

Select an **Entry Tone**. This tone is heard by participants when a user enters the audio conference. Select  to preview the sound. (The web browser may require the file to be downloaded to be played in the default media player.)

Select an **Exit Tone**. This tone is heard to participants when a user leaves the audio conference. Select  to preview the sound. (The web browser may require the file to be downloaded to be played in the default media player.)

Entry/exit sound limit allows specification of time after which the entry and exit tones are not played. This allows late comers to join a conference or leave early without injecting a tone into an ongoing conference.

1.4.3.2 Announce Participant Name

The Moderator and participants can record their name which is then played into the conference as they join or leave the conference. The following items control this function:

Select one of the following options for **Play Entry Name**:

Omitted - The participants will only hear the Entry and Exit tones and Audio Message(s) as selected.

Recorded - After the greeting has been played, the participant will be prompted to record their name when joining the conference. Each participant will hear the recorded names of the other participants in addition to the selected Entry tone and Join Message. If the **Play entry name at exit** box is checked, the recorded name will be played when the participant exits the conference.

Someone - The participants will not be prompted to record their name, instead a message saying "Someone has joined the conference" will be played along with the selected Entry tone and Join Message.

If the **Play Wait-For-Conference announcement** is checked, then "wait for conference to begin" is automatically added to the Greeting message.

1.4.3.3 Default Mute Control

The default setting for when participants enter the conference: **Unmuted**, **Moderator-muted** or **Self -Muted** should be selected. Commonly used selections are: Unmuted for normal conferencing, Moderator-muted for Analyst Mode and Self Muted for Classroom mode.

1.4.3.4 Auto-Mute Noisy Lines

Add a number between 0 – 99 in the **Mute joiners with line noise greater than** field. A typical number to use is '40'. The system automatically checks for line noise when the initial welcome prompt is being played. If the noise level detected is greater than the noise threshold (e.g., 40%), the participant is added to the conference but in muted state. The participant is told "you are joining this conference muted, press 22# to unmute yourself".

1.4.3.5 Hand Raising Control

Participants can send a DTMF tone to the moderator and turn on an indicator displayed in RealView to indicate that they have a question or wish to speak to the moderator. The moderator controls whether this tone is played using the **Play tone when participant raises hand** control.

1.4.4 Security Options

The security options are used by a Moderator to make the conference secure. The following controls are used to support this function:

1.4.4.1 Callout Activator has Moderator Privileges

Check the **Callout Activator has moderator privileges** box to give all the Moderator privileges to the person activating the Dial-out Conference or a Mass Notification session. Moderator privileges are required for exercising Moderator DTMF controls.

1.4.4.2 Stop Conference When Moderator Disconnects

Check the **Stop conference when moderator disconnects** box to end the conference when the moderator disconnects.



CAUTION

Using this setting can cause problems if the moderator is using a cell phone and loses voice path due to inadvertent connection drop in the cellular network

1.4.4.3 Chosen Call-in Members Wait for an Operator if Bad PINs Are Used

Check the **Chosen call-in members wait for an operator if bad PINs are used** box, if the System Administrator has set up a conference room for operator assistance. All participants that dial a bad pin are automatically entered into the operator assistance conference room. The operator then interacts with such visitors and then manually places them into the correct room by using the Transfer capability available on the RealView portal.



NOTE

This field is available if Enhanced Security Platform Extension is licensed on the system.

1.4.4.4 Wait for Moderator to Join

Check the **Wait for Moderator to join** box to indicate that the conference cannot begin until at least one party joins the conference using the Moderator Access Code. The participants will hear the Hold Music until the moderator joins. If the field is not checked, Participants will join the conference as soon as they enter the Participant Access Code.

1.4.4.5 Only Chosen Members May Call In

This capability is enabled if the Enhanced Security platform extension is added to the system. With this capability a unique Security PIN code is added to the Users profile. After dialing into the conference bridge, participants are prompted to enter their Security PIN. If a correct ID is presented, then they are allowed to enter the Conference Access Code. This guarantees that only participants that know their Security PIN can dial into the conference.



NOTE

— *This field is available if Enhanced Security Platform Extension is licensed on the system.*

1.4.4.6 Moderators Must Use Their Own Phone

This capability is enabled if the Enhanced Security platform extension is added to the system. With this capability participants can only dial in from the phones whose number is included in the User's profile. This capability can be used independently or in conjunction with 'only chosen members may call in' capability to insure that only those participants that meet the eligibility criterion are able to dial in to the secure conference.



NOTE

— *This field is available if Enhanced Security Platform Extension is licensed on the system.*

1.4.4.7 Maximum/Reserved Participants

Use this field to indicate number of participants that will be allowed to join the scheduled conference. By default '0' is selected which indicates up to the maximum number of ports configured for the Moderator's account.

1.4.4.8 Disconnect Lone Participant

Check the **Disconnect lone participant** box to automatically disconnect the last Participant in the conference after the other Moderators and Participants have exited.

1.4.4.9 Stop Conference When Moderator Disconnects

Check the **Stop conference when moderator disconnects** box to end the conference when the moderator disconnects.



CAUTION

— *Using this setting can cause problems if the moderator is using a cell phone and loses voice path due to inadvertent connection drop in the cellular network.*

1.4.5 Callout Options

This option requires that the Moderator have the Conference Dial-out Privilege enabled on the account. Contact the System Administrator if needed.

- Check the **Progressive dial-out calls have Moderator privilege** box to give moderator privileges to any participant that is added using Progressive Dial out.
- Check the **Suppress tones for dial out calls** box to keep digits pressed (i.e., 31# etc.) from being played in the conference.
- Check the **Drop dial-out calls when call-in participants depart** box to have the system originate the call termination on all outbound calls when all the inbound callers disconnect. This feature is meant for minimizing toll charges associated with outbound calls.

1.4.6 Recording Options

This option requires that the Moderator have the Conference Recording Privilege enabled on the account. Contact the System Administrator if needed.

- Check the **Record conferences** box to have recording start at the beginning of the conference automatically.
- Check the **Attach recordings to email summary** box to include the recording of the conferences, if made in this conference room, to be sent as an attachment to the email summary report generated at the end of the conference.
- Check the **Notify attendees when recording starts** box to play a short beep on periodic basis to notify attendees that the conference is being recorded.



NOTE

The Moderator must set his profile to send Summary Emails for Conferencing. The System Administrator must also configure the system to send summary emails.

1.5 Scheduled Conference



— *Conference Scheduling is a system level configuration item. It can be turned on by the system administrator.*

A moderator can schedule a “one time” or a “recurring” conference in a given conference room. To schedule a conference, click on the **Scheduling** tab.

Figure 3-3 Conference Scheduling Page

admin Conference Center 2016-07-26 12:56 Sign Out

My Profile Resources Services Real View Reports Administration Additions Help

Cancel Edit Conference Submit

Subject Conference for admin Send Now [Account admin]

Basic Settings Chosen Members Ad-hoc Members Output Media Scheduling

Enable Scheduling
 Enforce scheduled stop time

Quick Schedule

Call-in No call-in Automatic call-out No call-out Timezone (GMT-06:00) Central Time (US & Canada)

Begin Date	End Date	Duration	Recurrence
07-26-2016	X 10-10-2016	Specific 1 00 PM thru 2 00 PM	Week Day(s) Su Mo Tu We Th Fr Sa

Use Pre-defined Schedule(s)

Schedule	Call-in	No call-in	Automatic call-out	No call-out
Holiday Schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

There are two options for scheduling a conference. The first is to use the **Quick Schedule**. The second is to use a **Pre-defined Schedule**.

1.5.1 Quick Schedule

Enter the maximum number of ports to reserve for the scheduled conference in Maximum ports field.



— *The bridge will not allow more participants to join the conference than the number of ports reserved.*

- Enter the **Start Date** by clicking on the desired date on the calendar.
- Enter the **End Date** by clicking on the desired date on the calendar. Alternately, for a recurring schedule with no end date, click the red X icon to clear the end date.
- Enter the **Duration** by choosing either **Specific** or **All Day**. For Specific, enter the desired Begin and End time.
- If the conference is recurring, select a Recurrence pattern (Once, WeekDay, Date and MonthDay).

Once – indicates this is the only occurrence of the conference.

WeekDay – used to set recurrence on specific days of the week. Click on the days of the week to enable the conference during the scheduled time.

Date – used if the next occurrence of the conference is a specific date. This is easier than trying to specify that date using the WeekDay.

MonthDay – used if the conference recurs on the Nth Weekday of each month, e.g. the 1st Tuesday.

1.5.2 Use Pre-defined Schedules

Pre-defined schedules are designed to allow more flexibility in recurrence, and also enable conferences to be blocked for specific time periods. For example, you could create a schedule called Vacation and put the days that you will be out of the office. Then for each conference you have scheduled, you would select **No Call In** for that schedule and the Access codes would be invalid during that schedule. The **Call In** is used to stack recurrences, for example there is a conference that occurs on the 1st and 3rd Tuesday of each month. The Quick Schedule will let you define one occurrence but not the other. The solution is to build two schedules, one for 1st Tuesday, and the other for 3rd Tuesday and enable them both. Select **Submit** to save the conference information or **Cancel** to ignore the changes and return to the Defined Conferences page.

1.6 Inviting Users to Your Conference

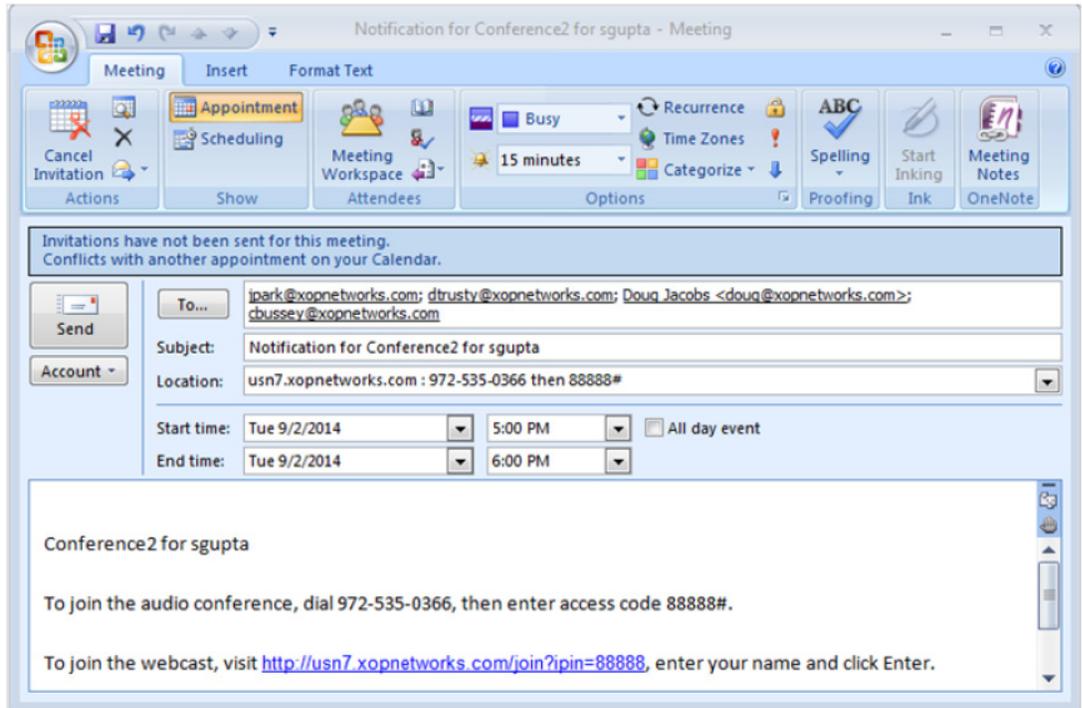
The Audio and Web Conferencing Applications makes use of Microsoft's Outlook Calendaring application (or other iCal enabled application) for sending conference invitations.

When you use the web portal in conjunction with Microsoft Outlook to invite users to your conference, iCal becomes populated with your conference details. To invite participants to your conference, complete the following steps.

1. From the Conferences page, shown below, select iCal next to the conference room you want to use.
2. The web browser will pop up a message asking to Save (Download) or open the file. Select **Open** to open the file in Microsoft Outlook. If you select **Save**, you can open the file in Microsoft Outlook later. Select **Cancel** to cancel the invitation and scheduling process.

The system opens an appointment in your default calendar program, as shown below.

Figure 3-4 Example of Calendar Message



The calendar entry includes the following information:

- The name of the conference room in the Subject line
 - The dial in number of the main conference bridge
 - The participant Access Code for the audio conference bridge and the web conference
 - The scheduling and recurrence information, if applicable
 - A link to the web conference page, if applicable
3. Update the appointment information or email text as necessary. You can also add attachments, such as a document you want to discuss on the conference call.
 4. Next, invite participants as described below.
 - Begin typing names or email addresses, or select your Outlook address book to select participants and invite to the conference. You can double-click on the names or highlight the names and select required.

- When you have finished selecting participant's emails for the invitation, select **OK**. You can also enter email addresses that are not in your Outlook Contacts.
- When all the participant's email addresses are listed in the **To** field, select the **Send** button. The system will send email invitations to all users.

As the users accept their invitations, the appropriate conference-related information will be posted on their calendars. By default, the reminder is set to 15 minutes before the start of the conference. The Outlook calendaring application will remind all potential users when the conference start time approaches.



NOTE

- *It is not required to create a scheduled conference in order to use iCal and Outlook to invite users to your conference.*
- *These steps are explained assuming the use of Microsoft Outlook. Other iCal applications will have similar, though slightly different, steps.*

1.7 Accepting an Invitation

When you send an invitation through Outlook, all the participants you invited will receive an email message with the conference details. The participants can Accept or Decline the invitation, indicating (with a return email) to you whether they will be present at the conference or not.

SECTION 2 USING AUDIO CONFERENCES

There are several in-conference controls available to enhance your conferencing experience. You can control conferences using the DTMF digit based phone controls or by using RealView based controls.

2.1 Join a Conference

You will need the phone number for the main conference bridge. Contact your System Administrator to provide the number.

To join a conference, dial the phone number of the main conference bridge. Enter your Access Code followed by # to enter the correct conference room. If you are the moderator, enter the Moderator Access Code. If you are a participant, enter the Participant Access Code. Depending on the settings, you may wait in a "lobby" until the moderator joins the conference. You may hear "entry tones" to indicate that other participants have joined or left the conference. If necessary, you can rejoin the call by dialing the number again and re- entering your Access Code.

2.2 Conference Dial-out

You can add new participants during a conference call. This is a great way to add people or to call and check information with another person by “stepping out” of the conference room momentarily.

Using your phone keypad, dial 31#. This will give you a new dial tone. Dial the number of the person you want to add to the conference, followed by #. When you have made contact with the person and the participant is ready to join the conference, dial 32#. Both you and the new user will then join the conference call. If you cannot locate the person or the participant cannot join the conference, dial 33# to drop the dial-out call and return to the original conference.

2.3 Restore a Conference

Sometimes, after using dial out in-conference controls, you might lose track of the current conference state. This control allows you to restore the conference to its default state. Press **# to restore the conference to its default state.

2.4 In Conference DTMF Controls

This section describes some of the DTMF based controls available to control the conference call.

Any DTMF control that is used with the SV9300 will send beep tones to all participants in a conference.

2.4.1 Mute and Unmute

This control can be used by either Moderator or the Participants for muting and unmuting their own lines.

- Press **11#** on the phone keypad to mute yourself.
- Press **22#** on the phone keypad to unmute yourself.

A moderator can press 16# on the phone keypad to self mute all users. Using this option, the participants can use 22# to unmute themselves to ask a question or to make a comment.

2.4.2 Mute All and Unmute All

- Press **43#** on the phone keypad to moderator-mute all participants.
- Press **44#** on the phone keypad to moderator-unmute all participants.

A moderator can press 43# to mute all the participants. The moderator can subsequently press 44# to unmute all the participants. The participants cannot unmute themselves in this mode. This mode can be used when the Moderator wants to make a presentation and does not want to be interrupted by the participants asking questions.

2.4.3 Self-Mute All

- Press **16#** to self-mute all participants.

A moderator can announce to the participants that can press 22# if they need to unmute themselves. Then the moderator can press 16# to place all participants in self-mute mode. The participants can unmute themselves by pressing 22# when they need to ask a question.

2.4.3.1 Classroom Mode

Additional controls are available to Moderator and Participants that can be used to facilitate the use of conferencing in a classroom setting. The use of these controls is described below:

To use classroom mode as a Moderator:

1. Press **16#** on the phone keypad to mute all Participants. A tone will play to indicate that a participant has raised his or her hand. This tone is configured in the web portal.
2. Press **61#** on the phone keypad to unmute all with raised hands.
3. Press **16#** again to re-mute all Participants. Hands are automatically lowered.

To unmute or mute a particular participant, the moderator should use the RealView page.

To use classroom mode as a participant:

1. Press **14#** on the phone keypad to raise your hand. You will hear a confirmation tone that your hand is raised.
2. Press **15#** on the phone keypad to lower your hand. You will hear a confirmation tone that your hand is lowered.
3. Press **22#** on the phone keypad to unmute your line. You will be able to speak into the conference, without any action from the Moderator.

2.4.3.2 Analyst Mode

Analyst mode allows participants to enter a conference automatically moderator- muted. Participants can raise their hands, which plays a tone to let the analyst know there is a comment or question. Participants cannot unmute themselves. The moderator can unmute all with raised hands.

To use analyst mode as a moderator:

- Press **43#** on the phone keypad to moderator-mute all participants.
- A tone will play to indicate that a participant has raised his or her hand. This tone is configured in the web portal.
- Press **61#** on the phone keypad to unmute all with raised hands.
- Press **43#** again to re-mute all Participants. Hands are automatically lowered.

To use analyst mode as a participant:

- Press **14#** on the phone keypad to raise your hand. You will hear a confirmation tone that your hand is raised.
- Press **15#** on the phone keypad to lower your hand. You will hear a confirmation tone that your hand is lowered. You cannot unmute yourself.

2.4.4 Start and Stop Recording

When you add the conference room, you can indicate whether the system should record conferences. If conference recording is enabled in a room, the following controls will allow you to start and stop recording as needed during the conference.

- Press **41#** on the phone keypad to start recording at any time during the conference.
- Press **42#** on the phone keypad to stop recording at any time during the conference.

All recorded segments are accumulated in a file. The system places a link on your Reports page to allow you to listen to or download the recordings.

2.4.5 Lock and Unlock a Conference

If all of the necessary or a sufficient number of participants have joined, you can choose to lock the conference to additional participants. This prevents any users (authorized or unauthorized) from gaining access to the conference. This control is commonly used to prevent distractions by people arriving late to a conference. You can unlock a conference later as needed.

- Press **45#** on your phone keypad to lock the conference.
- Press **46#** on your phone keypad to unlock the conference.

2.4.6 Using Sub-Conference Rooms

If "allow sub-conferences" is enabled for the conference, the conference will support a maximum of nine sub-conference rooms.

While in a conference, a conference member may issue the DTMF command sequence:

35<sub-conference room-number># (example: **351#**)

Using a sub-conference room number of zero, or omitting the sub-conference room number will return the caller to the main room.

Sub-conference rooms are reported individually on the Service Reports page as "<main room name> - <sub-conference room-number>". Sub-conference rooms share the same properties as the main conference room.

An participant may directly transfer from one sub-conference room to another, without needing to reenter the main room. For example, this command sequence is allowed:

351# (go to sub-conference room 1)

357# (go directly to sub-conference room 7)

All participants are allowed to leave the main room and enter sub-conference rooms.

2.4.7 Voting

You can have conference participants vote on an issue by collecting their phone keypad responses. You must start the round of voting. Participants then enter their votes. Finally, you end the round of voting.

1. Using your phone pad, dial **54#**. This starts a round of voting.
2. To enter your vote (both Moderator and Participants), press **55#** on the phone keypad.
3. Using a maximum of eight digits, enter your vote.
4. Press **#**.
5. To end the round of voting, press **56#**.

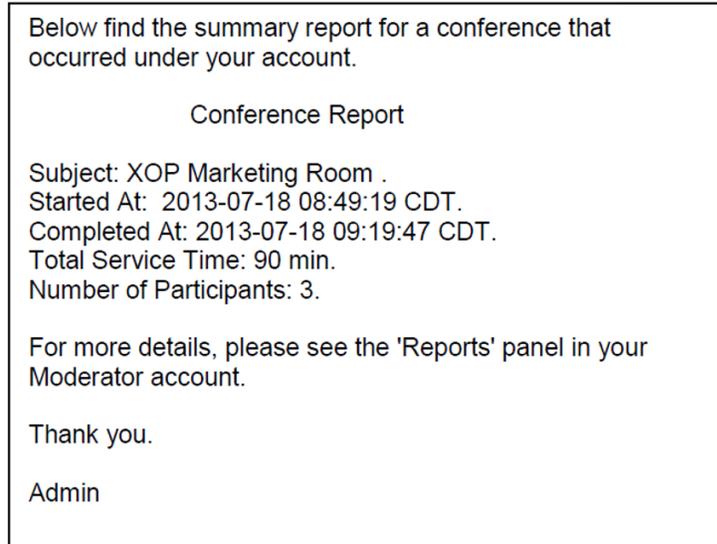
2.4.8 Disconnect a Conference

This control allows you to disconnect the conference to make the reserved ports available for other conference calls (e.g., a conference was scheduled for one hour, but completed in 30 minutes). Press ***0#** to disconnect all participants and the moderator from the conference call.

2.4.9 View the End of Conference Summary Report

If the System Administrator has enabled the feature, and you have selected the option **Send email summary reports** under Email Settings in your Account Profile, you will receive an email with an end of conference summary report when your conference is over, as shown below.

Figure 3-5 Example of Conference Summary Report



2.5 Moderator DTMF Controls

The table below describes the controls currently available on the system for moderators during a conference. Enter the code into your phone keypad, including #, for each action. Most of these controls are also available as web controls on the RealView page.

Table 3-1 Moderator Control Codes

Code	Description
11#	Mute self.
22#	Unmute self.
16#	Self mute all users.
31#	Initiate Dial out. Moderator will hear dial-tone. Next, dial external party's number followed by #. After conversing with the called party, use the following two controls: 32# or 33#.
32#	Bring external party into conference.
33#	Drop external party and rejoin conference.
41#	Start recording.

Table 3-1 Moderator Control Codes (Continued)

Code	Description
42#	Stop recording.
43#	Mute all.
44#	Unmute all.
45#	Lock conference.
46#	Unlock conference.
* * #	Restore original conference (abort dial out).
54#	Start a round of voting.
55<vote digits>#	Enter a series of vote digits (maximum of eight).
56#	End a round of voting.
61#	Unmute all with raised hands.
62#	Disable hand raise notifications.
* 0 #	Disconnect conference.

2.6 Participant DTMF Controls

The table below describes the controls currently available on the system for participants during a conference. Enter the code into your phone keypad, including #, for each action.

Table 3-2 Participant Control Codes

Code	Description
11#	Mute self.
22#	Unmute self.
14#	Raise hand.
15#	Lower hand.
35x#	Go to Sub-conference room 'x', where 1<x<9. x=0 takes participant back to main room.
55#	Enter voting mode. You can then enter vote digits, followed by #.

SECTION 3 FIREBAR/CALL-OUT CONFERENCING

This section describes the Firebar or Call-out Conference capability. This capability allows the conference bridge to dial out to different members of a group and when answered, places them into a conference.

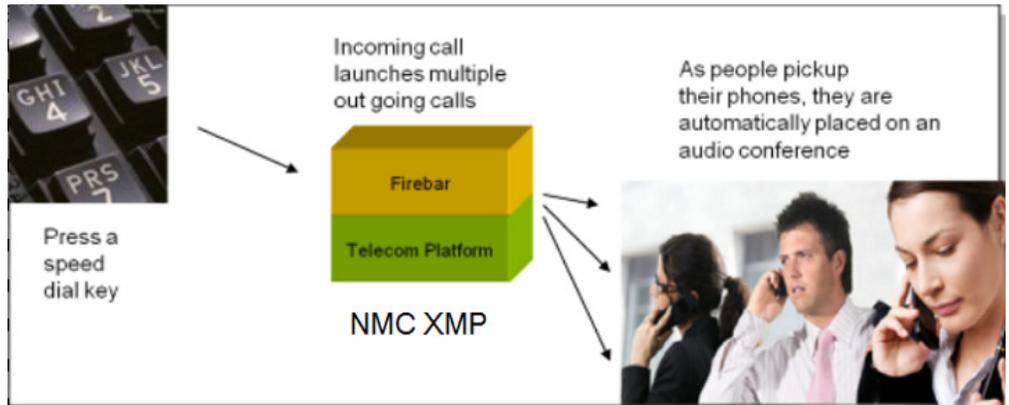
The Firebar conference can be triggered by a) an incoming phone call, or b) clicking on the conference dial-out web portal, or c) an incoming SMS message (requires SMS Platform Extension Package). The Firebar conference can be triggered at a scheduled time/day.

A Firebar conference is set up similar to a regular Dial-in/Meet-me conference, except that call out members are defined in advance. Firebar conferences may also be joined by calling into the bridge and entering the conference Access Code, either Moderator or Participant.



Entering the Callout Access Code while the conference is in progress is equivalent to entering the Participant Access Code.

Figure 3-6 Call-out Conferencing Diagram



- Establish an audio conference with press of a “speed dial” key.
- Allow first responders to be reached over their land lines and/or cell phones.
- Increase probability of attendance based on built-in “find you” capability.
- Besides establishing an audio conference, send emails, SMS and Pager messages to first responders.

3.1 Creating Call-out Members

This section explains how to set up your Call-out members. There are five methods available for setting up the Call-out members:

1. The first method is to upload a CSV file to the NMC XMP system a file, arranged in the specified format. It is composed of a list of Call Out members and their associated group(s). The uploaded file is private by default to the Moderator account, and is not visible to other users. The moderator can choose to make the call out group global. If the System Admin has uploaded the list, then it can be made globally available to all Moderator Accounts.
2. Manually enter each Call-out member into the private Moderator’s Account User list.
3. Chose the Callout member from the system Address Book that is available to all account holders.
4. Enter Call-out contact details to an “Ad-hoc” list and then select from that list.

The following screen shot illustrates the three methods available under the Conferencing tab “Chosen Members”.

Figure 3-7 Call-out Members Screen

The screenshot shows the 'Edit Conference' interface for a user named 'admin'. The 'Chosen Members' tab is active, displaying three sections for selecting members:

- Choose Groups:** A table with columns for Groups, Call-out, Moderator, and Self-muted.

Groups	Call-out	Moderator	Self-muted
Alicens Test conference	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NEC Product Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Choose Users:** A table with columns for Users, Call-out, Moderator, and Self-muted.

Users	Call-out	Moderator	Self-muted
Emileigh Pennington	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stacey Thomas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NEC Secretary Admin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gail Kasek	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tammy loving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
John M. Doe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Choose Addressbook Users:** A table with columns for Address Book Users, Call-out, Moderator, and Self-muted.

Address Book Users	Call-out	Moderator	Self-muted
--------------------	----------	-----------	------------

The fourth method of selecting a Call-out member is via the Ad-hoc tab, when an individual casual user can be added to the Call-out list:

Figure 3-8 Ad-hoc Members Screen

Once the Call-out members have been selected, press the **Submit** button and the conference will be saved with all of the selected Call-out Members:

Figure 3-9 Example of Saved Call-out Members Screen

Conference Center										
Conferences										
1	admin	Conference for admin	ical	2 Members	Starts at 2016-08-01 13:00 [CDT] Stops at 2016-08-01 14:00 [CDT]	71745	07277	67252	Send Now	Meet
2	nuser	Conference for nuser	ical	1 Members		11111	22222	02131	Send Now	Meet

In order to check that you have the correct list of Call-out Members click the **Members** link and the associated list will be displayed as shown in the following example with each member selected as "Call-out":

Figure 3-10 Example of Members for Firebar Conference

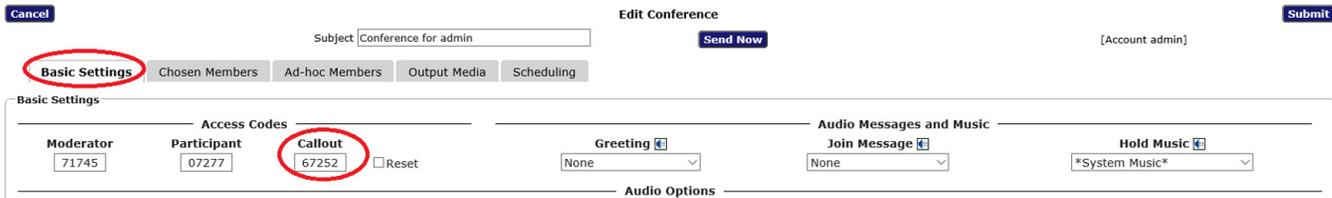
Conference Center									
Members for Conference for admin									
No.	Name	Phone	Email	SMS	Call-in	Moderator	Call-out	Moderator	Self-muted
1	Pennington Emileigh	2142625387	JackRyan@DQADC.com		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Doe Jami	2142223535			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

3.2 Triggering a Call to Call-out Members

There are five methods to trigger a call-out/Firebar Conference:

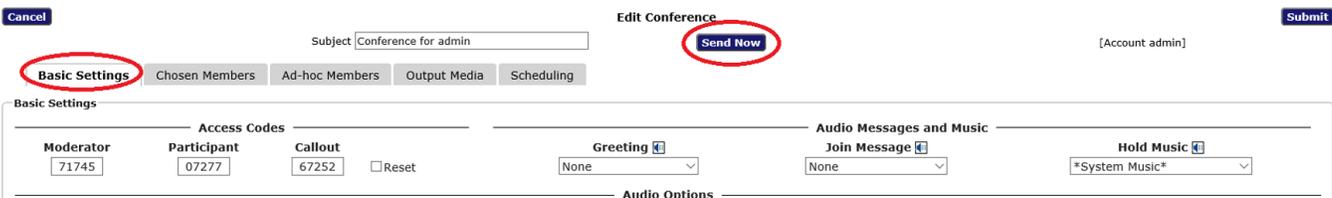
1. Dial-in to the NMC XMP system, and enter the Call-out Access Code as shown on the conference Basic set-up:

Figure 3-11 Edit Conference – Basic Settings Screen



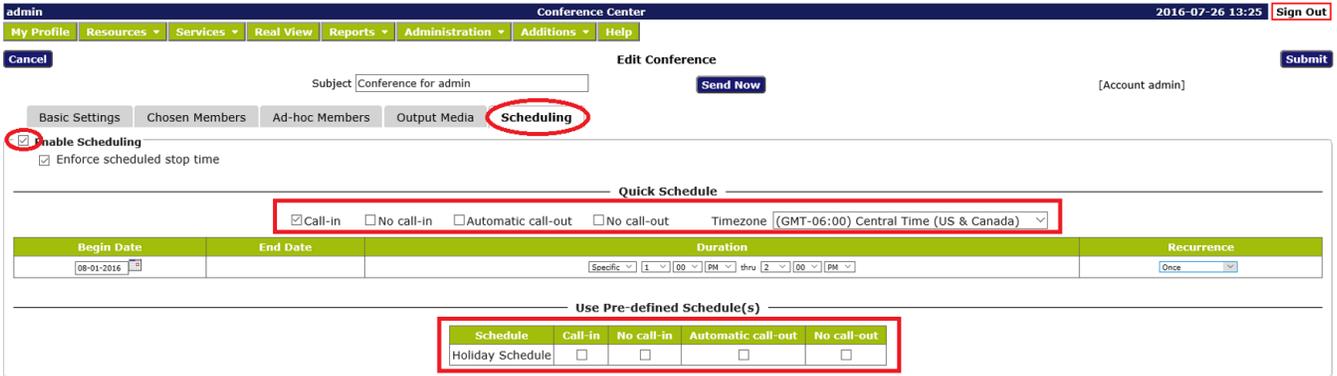
2. Ask System Administrator to set up a service selection rule to trigger the Call-out conference. The service selection rules allow certain functions to execute based on a match with the dialed number, source number or both. See the Admin guide for more details. Using the service selection rule one can trigger a dial-out conference either based on dialed number, source number or both.
3. Trigger the Call-out from the conference set-up portal, press **Send Now** button:

Figure 3-12 Edit Conference – Send Now



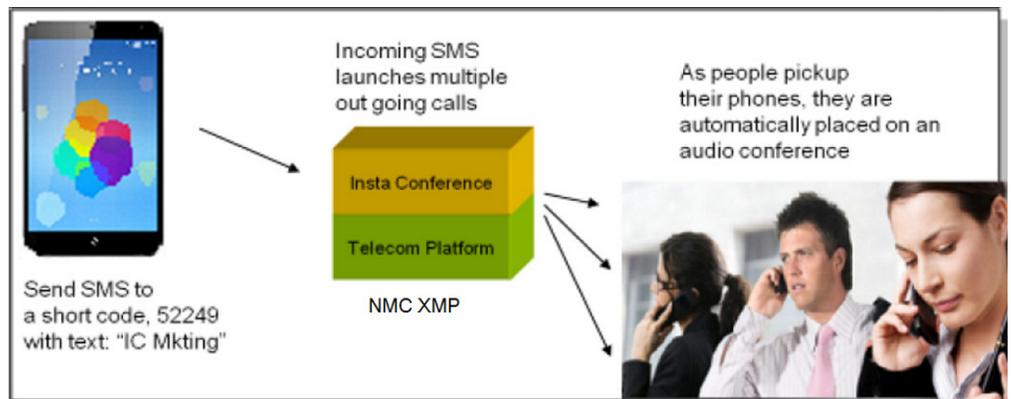
- Set the Call-out to trigger at a predetermined day/time/occurrence via the Scheduling tab of the Conference set-up, then press **Submit**:

Figure 3-13 Edit Conference – Scheduling Screen



- Trigger the Call-out from an incoming SMS message. This method requires that the NMC XMP be connected to a cellular SMSC (e.g., AT&T, Verizon etc.) using SMPP 3.4 protocol. With this feature a cell phone user can simply send a short message to the NMC XMP system to trigger the Call-out. For example, if the cell phone user sent a message that reads “IC Marketing”, the NMC XMP will turn around and call everybody, including the initiator that has been defined as Call-out members of a group called Marketing. ‘IC’ here refers to a command that creates Instant Conference.

Figure 3-14 SMS Call-out Conferencing Diagram



- Support SMPP 3.4 protocol.
- Inter-operates with a number of SMSC gateways (e.g., Acision™).
- Enhances multiple XOP® applications.
- Supports both MO and MT traffic.

3.3 Uploading a Group/Multiple-Group Call-out List

If you need to add users in bulk, use the CSV method. Files can include information for creating groups, including multiple users for one group, or multiple users in multiple groups.

The following is an example of a multiple-group .CSV file that can be created in MS Excel®:

Figure 3-15 Example of .CSV File

1	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Address	Group	Location	Dept	First Names	Middle N	Last Name	Phone #	Alternate Phone	Alternate	Alternate	Email	Secondary	SMS Email	Pager email	
2	1234 Maple Creek Lane	Main			Bobby		Barron	972 123 4567	469 360 2524			bobby@nowhere.com				
3	2345 Maple Creek Lane	Main			Sheila		Bata	972 672 4590				sheila@verizon.net				
4	1234 Foxden	Main			Fred & Mary		Novak	972 987 1234				f&m@somewhere.com				
5	4567 North Park	Main			Joe & Linda		Hughs	972 567 8765				JL@hughs.com				
6	2468 park Bend	Main			Jim		Huggins	972 465 1245				jim@huggins.com				
7	1234 Hickory Creek Lane	Main			Trish		Bowling	214 123 6789				trish@mac.com				
8	67891 Highland Creek	BOD			John		Campbell	972 987 6543	702 339 7033			john@tx.rr.com				
9	2345 Highland Ln.	BOD			John		Danis	972 652 4798				danis@gmail.com				
10	1234 Glenbrook Road	BOD			Leslie		Staggs	972 867 8780				leslie@verizon.net				
11	1234 Maple Creek Drive	BOD			Paul & Jan		Brunt	972 569 5421				quickdraw@zone.net				
12	1234 Highland Ln.	Crimewatch			John & Sylvia		Faletti	972 620 6446				thefaletti@gmail.com				
13	5678 Highland Creek	Crimewatch			Sarah		Wild	214 454 6584	214 234 5678			wild@nowhere.com				
14	2143 Highland Creek	Crimewatch			Bill		Gates	469 644 6061				billg@ms.com				



Column “A” must be a unique identifier, such as employee number or street address. Also, there must be at least one phone number, or one email address for each contact record.

Once you have created the spread sheet in MS Excel, save the file as a comma-delineated file (.CSV).

To upload the file to the NMC XMP System under your Moderator/User account, go to the tab **Resources**, then **Groups**, and lastly **Bulk Upload** and press the link:

Figure 3-16 Example of Groups Screen

admin					Conference Center				2016-07-26 13:38		Sign Out
My Profile	Resources	Services	Real View	Reports	Administration	Additions	Help				
Add	Bulk Upload	Groups					Find		Apply Changes		
No.	Users	Account	Type	Name				Share	Delete		
1	1	admin	Internal	Alicens Test conference				<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2	3	admin	Internal	NEC Product Management				<input checked="" type="checkbox"/>	<input type="checkbox"/>		

The following screen is displayed:

Figure 3-17 Example of Upload Groups and Users Screen

Select **All Groups** for a multiple Group list, or **Single Group** as applicable to the type of list to be uploaded. Select the **Browse** button and browse your PC for the .CSV file previously created. Press **Submit** and a screen similar to the following will be displayed.

Figure 3-18 Example of Updated Groups Screen

No.	Users	Account	Type	Name	Share	Delete
1	4	cbussey	Internal	BOO	<input type="checkbox"/>	<input type="checkbox"/>
2	2	cbussey	Internal	Crimewatch	<input type="checkbox"/>	<input type="checkbox"/>
3	4	Hotline	Internal	Day	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4	6	cbussey	Internal	Main	<input type="checkbox"/>	<input type="checkbox"/>
5	4	Hotline	Internal	Night	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6	0	---	Internal	Test Groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>



From this screen you can delete unwanted groups, and/or share the new groups with other users of the NMC XMP system.

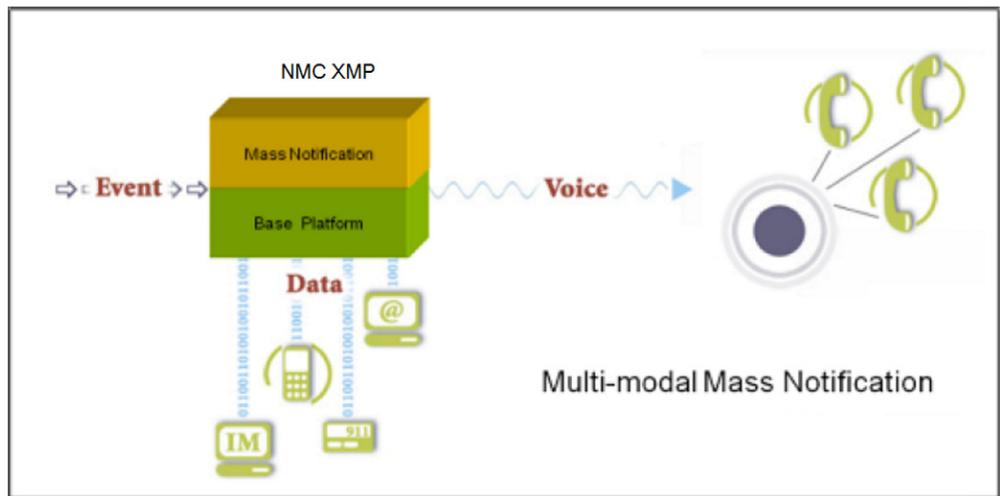
You have now set-up a number of Groups that may be used for the Call-out, or other NMC XMP applications, such as Mass Notification.

SECTION 4 MASS NOTIFICATION

Mass Notification Application is designed to send multi-modal messages to tens, hundreds or thousands of people during emergency and non-emergency situations.

- Select communication medium to be used for message delivery (Voice only, Email only, Voice and SMS, etc.).
- Use built-in “Find-you” capability to increase the probability of delivering a message.
- Send Caller-ID of your choice that can be used by cell phones to display associated “caller name” (e.g., Security Alert) - leading to higher percentage of people picking up a message.
- Schedule recurring dial outs.
- Control the speed of dialing out.
- Display real time call activity and a progress bar on a Web Portal.
- Provide summary and detailed reports on call completions (Busy, No Answer, Answering machine etc.).

Figure 3-19 Multi-modal Mass Notification Diagram



- Get rid of your outsourced messaging service billing.
- Add Mass Notification capability to your existing NMC XMP to improve its value proposition.
- Keep large number of people well informed about unfolding events.
- Use conferencing in conjunction with Group Alerting to pull people into quick conference as needed.

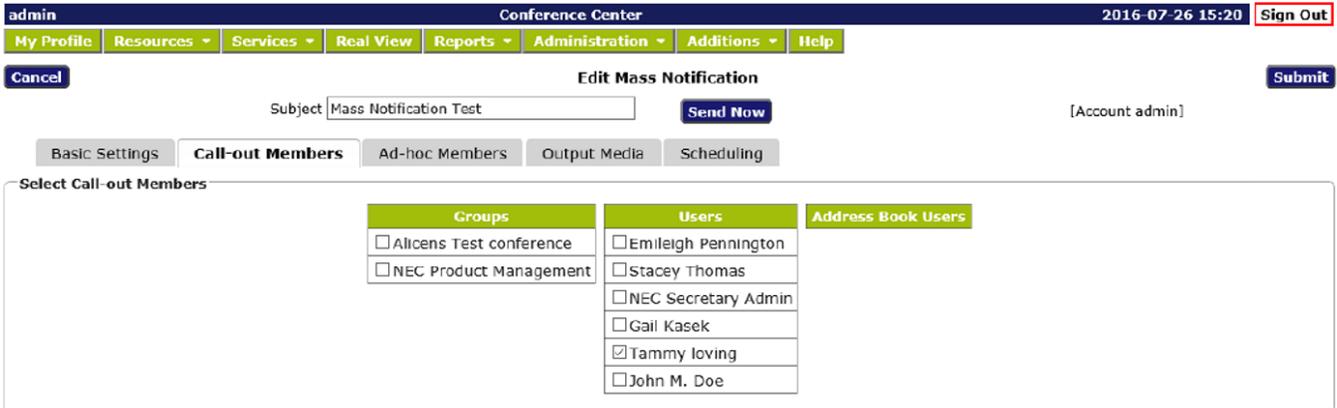
4.1 Setting up a Mass Notification Call-out List

This section explains how to set up your Call-out members. There are four methods to set up Call-out members:

1. The first method is to upload to the USN system a group (single or multiple groups) list that has been formatted into an Excel .csv file. The uploaded file is private to the Moderator account, and is not visible to other users. If the System Admin has uploaded the list, then it may be commonly available to all Moderator Accounts.
2. Enter the Call-out member from a private (to the Moderator's Account) User list.
3. Chose the Callout members from a common address book that resides system wide and is available to all account holders.
4. Enter Call-out contact details into an "Ad-hoc list" and then select from that list.

The following screen shot illustrates the three methods which are available under the Mass Notification tab "Call-out Members".

Figure 3-20 Edit Mass Notification Screen



The fourth method of selecting a Call-out member is via the Ad-hoc tab, when an individual casual user can be added to the Call-out list:

Figure 3-21 Edit Mass Notification – Ad-hoc Members Screen

Once the Call-out members have been selected, press the **Submit** button and the Mass Notification session will be saved with all of the selected Call-out Members:

In order to check that you have the correct list of Call-out Members click the **Users** link and the following list will be displayed with each entry indicating a member of the session titled “Building Evacuation Message”.

Figure 3-22 Example of Service Updated

No.	Account	Subject	Users	Done	Remaining	Comments	Moderator	Participant	Send Now	Select
1	admin	Mass Notification Test	3	0	3	Started on Tue May 17 2016 PM	9999	2222	Send Now	<input type="checkbox"/>

Figure 3-23 Example of Members for Mass Notification Test

No.	Callout	Email	SMS	Name	Phone	Email	SMS
1	✓			Tammy loving	21455568031	tammy.loving@necam.com	
2	✓			Jami Doe	2142628585	jdoe@yahoo.com	
3	✓			John Doe	2142623535	johnndoe@gmail.com	

4.2 Setting-up a Mass Notification Session

To set-up a Mass Notification session, under **Services** select **Mass Notification** from the home menu.

The Mass Notification application will only be displayed if, 1) the Application has been purchased, and 2) the privilege has been granted for your account by the System Administrator. Multiple (unlimited) sessions may be set-up and added for different alerting situations, i.e., Emergency Alerts, Inclement Weather, Working Shift Notifications, etc.,.

Figure 3-24 Mass Notifications Screen



Press the **Add** button, the following will be displayed:

Figure 3-25 Edit Mass Notifications Screen



To set up a Mass Notification session for "Work Shift Number 2" configure each parameter in numeric order as described below:

1. Give the session a title, e.g., Work Shift Number 2.
2. Select **Greeting Message** from the drop-down menu. The Greeting Message is a short non-important introduction voice message, that is played to the called phone line, initially on off-hook/answer. It is required so as to give time for an Answering Machine to play its introduction message.

3. Select the **Message Body** from the drop-down menu. The message can be a pre-recorded message (either by phone or using the built-in text-to-speech converter), recorded at the trigger dial-in. Refer to recording audio files for further details.
4. **Access Codes:** System will automatically select a random code after you press Submit, or you may type one of your choosing. System will flag conflicting numbers. The Moderator Access Code is used to trigger the Mass Notification session, and the Participant Access Code is used to retrieve messages by dialing into the NMC XMP system.
5. **Repeated Dialouts.** It is possible to program the session to make more than one pass at establishing contact with the contacts phone number. For example; if we had 100 contacts to deliver the message, and on pass one, it reached only 90 of those contacts, by selecting “Uncontacted”, on the second pass it would only try to call those numbers unsuccessful on the first pass.
6. After making all of the appropriate selections, press **Submit** to save your changes for the session. To review your settings, simply click on the appropriate session in the summary to open up the session again:

Figure 3-26 Mass Notifications – Service Updated Screen

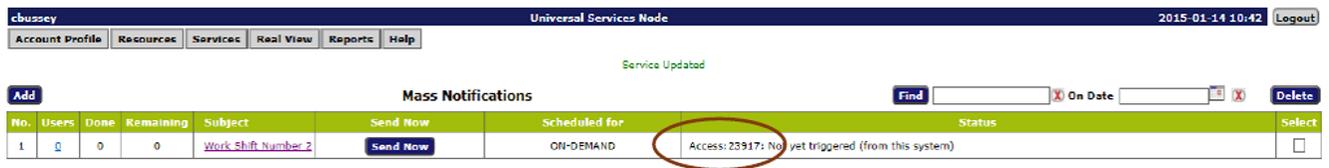


4.3 Triggering a Mass Notification Call-out Session

There are four methods to trigger a Mass Notification session:

1. Dial-in to the NMC XMP system, and enter the Access Code as shown on the conference Mass Notification set-up, record your message, review the message and when satisfied it is correct, launch the session by pressing 4 on your dial-pad:

Figure 3-27 Mass Notification – Access Code



2. Set up (Admin Privilege - Service Selection rule) the calling number ID(s) for phones that are permitted to trigger the session. When that phone(s) calls in to the NMC XMP system, it will recognize the calling number and automatically trigger the session without a trigger Access Code. Refer to the Admin User Guide for more details of the Service Selection set-up.
3. Trigger the Call-out from the Mass Notification set-up portal, press **Send Now**:

Figure 3-28 Edit Mass Notification – Send Now

The screenshot shows the 'Edit Mass Notification' page with the 'Basic Settings' tab selected. The subject is 'Work Shift Number 2'. The 'Send Now' button is highlighted with a red box. The page includes sections for Access Codes (Moderator: 64702, Participant: 39496), Greeting (test system greeting), Audio Messages (Message Body: *Recorded At Dialin*), Security Options, and Choose Recipients for Repeated Dialouts (All (4), Uncontacted (4)).

4. Set the Mass Notification to trigger at a predetermined day/time/occurrence via the Scheduling tab of the Conference set-up, select options then press **Submit**:

Figure 3-29 Edit Mass Notification – Submit

The screenshot shows the 'Edit Mass Notification' page with the 'Scheduling' tab selected. The 'Send Now' button is highlighted with a blue box. The 'Enable Scheduling' checkbox is checked. The 'Quick Schedule' section includes options for Call-in, No call-in, Automatic call-out, and No call-out, along with a Timezone dropdown set to '(GMT-06:00) Central Time (US & Canada)'. A table shows the schedule details: Begin Date (07-26-2016), End Date, Duration (Specific 4:00 PM thru 5:00 PM), and Recurrence (Once). Below this, a table for 'Use Pre-defined Schedule(s)' shows the 'Holiday Schedule' with checkboxes for Call-in, No call-in, Automatic call-out, and No call-out.

Schedule	Call-in	No call-in	Automatic call-out	No call-out
Holiday Schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

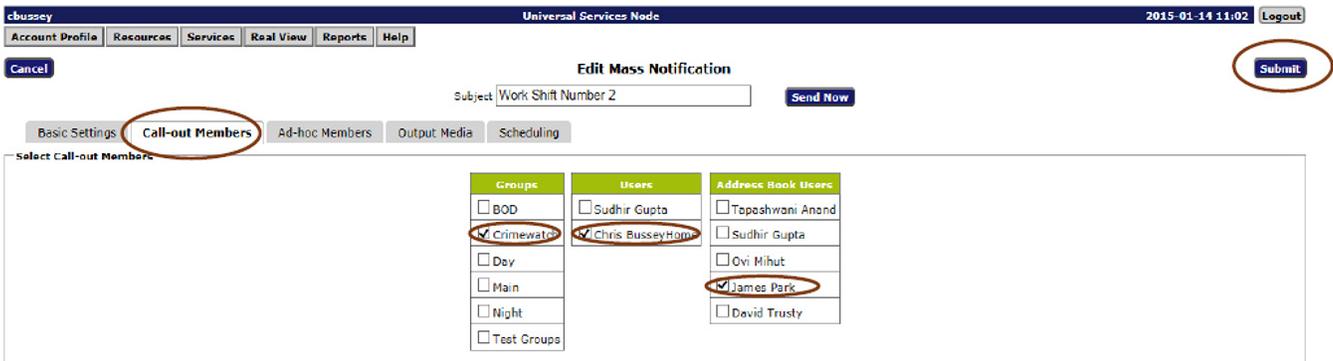
4.4 Setting-up a Mass Notification Call-out List

This section explains how to set up your Call-out members. There are four methods to set up Call-out members:

1. The first method is to upload to the NMC XMP system a group (single or multiple groups) list that has been formatted into an Excel .csv file. The uploaded file is private to the Moderator account, and not visible to other users. If the System Admin has uploaded the list, then it may be commonly available to all Moderator Accounts.
2. Enter the Call-out member from a private (to the Moderator’s Account) User list.
3. Chose the Callout member from a common address book that resides system wide and is available to all account holders.
4. Enter Call-out contact details to a Ad-hoc list and then select from that list.

The following screen shot illustrates the three methods available under the Mass Notification tab “Call-out Members”.

Figure 3-30 Edit Mass Notification – Call-out Members



The fourth method of selecting a Call-out member is via the Ad-hoc tab, when an individual casual user can be added to the Call-out list:

Figure 3-31 Edit Conference – Ad-hoc Members



Once the Call-out members have been selected, press **Submit** and the conference will be saved with all of the selected Call-out Members:

Figure 3-32 Example of Mass Notifications – Users

No.	Users	Done	Remaining	Subject	Send Now	Scheduled for	Status	Select
1	3	0	5	Work Shift Number 2	Send Now	ON-DEMAND	Access:23917: Not yet triggered (from this system)	<input type="checkbox"/>

To verify that you have the correct list of Call-out Members click the **Users** link and the following list will be displayed with each entry indicating a member of the session entitled Work Shift Number 2:

Figure 3-33 Example of Call-out Members

No.	Callout	Email	SMS	Name	Phone	Email	SMS
1	<input checked="" type="checkbox"/>			James Park	8179139705 9725900211	jpark@xopnetworks.com	8179139705@tcomail.net
2	<input checked="" type="checkbox"/>			Chris BusseyHome	9723471578		
3	<input checked="" type="checkbox"/>			John & Sylvia Faletti	972 620 6446	thefaletti@gmail.com	
4	<input checked="" type="checkbox"/>			Sarah Wild	214 454 6584 214 234 5678	wild@nowhere.com	
5	<input checked="" type="checkbox"/>			Bill Gates	408 044 6061	billg@ms.com	

4.5 Upload a Mass Notification Group/Multiple Group Call-out List

If you need to add users in bulk, use the CSV method. Files can include information for creating groups, including multiple users for one group, or multiple users in multiple groups.

The following is an example of a multiple-group .CSV file that can be created in MS Excel:

Figure 3-34 Example of .CSV File

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Address	Group	Location	Dept	First Names	Middle N	Last Name	Phone #	Alternate Phone	Alternate	Alternate	Email	Secondary	SMS Email	Pager email	
2	1234 Maple Creek Lane	Main			Bobby		Barron	972 123 4567	469 360 2524			bobby@nowhere.com				
3	2345 Maple Creek Lane	Main			Sheila		Bata	972 672 4590				sheila@verizon.net				
4	1234 Foxden	Main			Fred & Mary		Novak	972 987 1234				f&m@somewhere.com				
5	4567 North Park	Main			Joe & Linda		Hughs	972 567 8765				JL@hughs.com				
6	2468 park Bend	Main			Jim		Huggins	972 465 1245				jim@huggins.com				
7	1234 Hickory Creek Lane	Main			Trish		Bowling	214 123 6789				trish@mac.com				
8	67891 Highland Creek	BOD			John		Campbell	972 987 6543	702 339 7033			john@tx.rr.com				
9	2345 Highland Ln.	BOD			John		Danis	972 652 4798				danis@gmail.com				
10	1234 Glenbrook Road	BOD			Leslie		Staggs	972 867 8780				leslie@verizon.net				
11	1234 Maple Creek Drive	BOD			Paul & Jan		Brunt	972 569 5421				quickdraw@zone.net				
12	1234 Highland Ln.	Crimewatch			John & Sylvia		Faletti	972 620 6446				thefaletti@gmail.com				
13	5678 Highland Creek	Crimewatch			Sarah		Wild	214 454 6584	214 234 5678			wild@nowhere.com				
14	2143 Highland Creek	Crimewatch			Bill		Gates	469 644 6061				billg@ms.com				
15																



Column “A” must be a unique identifier, such as employee number or street address. Also, there must be at least one phone number, or one email address for each contact record.

Once you have created the spread sheet in MS Excel, save the file as a comma-delineated file (.CSV).

To upload the file to the NMC XMP System under your Moderator/User account, go to the tab **Resources**, then **Groups**, and lastly **Bulk Upload** and press the link:

Figure 3-35 Example of Groups Screen

No.	Group	Account	Type	Name	Share	Delete
1		Hotline	Internal	Day	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2		Hotline	Internal	Night	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3		---	Internal	Test Groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The following screen is displayed:

Figure 3-36 Example of Upload Groups and Users Screen

Upload Type: Single Group All Groups System wide group

File format: A comma separated file, with a header line and these fields:

- User Permanent ID
- Group Name
- Location
- Department
- First Name
- Middle name
- Last Name
- Phone 1 - Phone 4
- Email Address
- Alternate email address
- SMS email address
- Pager email address

Note: For users to be uploaded into the address book, the group name should be specified as Address Book.

The User Permanent ID field cannot be blank, and must uniquely identify the user (For example, do not reuse the number 1 to identify person 'A' in one group, and person 'B' in another group).

At least one of First name and Last name is required.

At least one phone number or email address is also required.

Example

```
#PERMANENT-ID, GROUP, LOCATION, DEPT, FIRST NAME, MIDDLE NAME, LAST NAME, PHONE1, PHONE2, PHONE3, PHONE4, EMAIL1, EMAIL2, SMS, PAGER
employee001, police, Building-2, Security, John, Q, Public, 5551212, 5551213, , abc@def.com, , sms@def.com, pager@def.com
employee002, police, Building-3, Security, Mark, T, Wilson, 5551214, 5551215, , abc2@def.com, , sms2@def.com, pager2@def.com
```

Warning: Any users not listed in the new CSV file will be removed from the group.

Upload Browse...

Select **All Groups** for a multiple Group list, or **Single Group** as applicable to the type of list to be uploaded. Select the **Browse** button and browse your PC for the .CSV file previously created. Press **Submit** and a screen similar to the following will be displayed.

Figure 3-37 Example of Updated Groups Screen

No.	Users	Account	Type	Name	Share	Delete
1	4	cbussey	Internal	BOO	<input type="checkbox"/>	<input type="checkbox"/>
2	2	cbussey	Internal	Crimewatch	<input type="checkbox"/>	<input type="checkbox"/>
3	4	Hotline	Internal	Day	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4	4	cbussey	Internal	Main	<input type="checkbox"/>	<input type="checkbox"/>
5	4	Hotline	Internal	Night	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6	0	---	Internal	Test Groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>



NOTE

From this screen you can delete unwanted groups, and/or share the new groups with other users of the NMC XMP system.

SECTION 5 WEB CONFERENCING

This application is designed for use in broadband environment. This application provides two main modes of operation:

- Web Conferencing Mode
- Webinar Mode

The Web Conferencing mode can be used by a Moderator to share his/her entire Desktop or a given application (e.g., PPT, Excel etc.) running on the desktop. A Moderator can also share presentation control with other participants. An online public chat capability is also available to augment the use of the web conferencing application.

The Webinar mode allows a Moderator to use his/her PC to stream microphone audio and webcam video. The streaming components can be used by themselves or can be coupled with Desktop sharing and Application sharing sessions. Hence the webinar mode can be used for a) audio broadcasts, b) video broadcasts and c) for conducting webinars.

The use of Web Conferencing and Webinar modes requires a “webcast client” to be downloaded and installed on the Moderator’s computer. During a web conferencing session, a moderator can pass control to only those participants that have also downloaded the client. The participants without the client can only watch an ongoing web conference or a webinar session.

In order to turn on use of web conferencing with a given audio conference, the fields shown below on the conference edit page need to be enabled. If necessary a Moderator can specify URLs for a “Lobby/Wait” page and a “Good Bye” page. The participants that arrive before a Moderator starts a web collaboration session are automatically taken to a waiting room where they see the webpage associated with the “Lobby/Wait” URL. After a web conference meeting is over, all participants are taken to the URL associated with the “Good Bye” page.

Figure 3-38 Basic Settings – Enable Web Conferences

The screenshot shows the 'Edit Conference' interface with the following sections:

- Basic Settings:** Includes fields for Moderator (12321), Participant (45337), and Callout (92239). It also has checkboxes for 'Reset' and 'Single Use'.
- Audio Messages and Music:** Includes dropdown menus for Greeting (None), Join Message (None), and Hold Music (*System Music*).
- Audio Options:** Includes 'Entry/exit sound limits (minutes)' with 'Entry' and 'Exit' set to 'never'. It also has checkboxes for 'Play entry name at exit', 'Play Wait-For-Conference announcement', and 'Allow sub-conferences'.
- Security Options:** Includes checkboxes for 'Wait for moderator to join', 'Only chosen members may call in', and 'Moderators must use their own phone'. It also has a field for 'Maximum/Reserved attendees' set to 2.
- Callout Options:** Includes a checkbox for 'Drop dial-out calls when call-in attendees depart'.
- Recording Options:** Includes checkboxes for 'Attach recordings to email summary' and 'Notify attendees when recording starts'.
- Enable Web Collaboration (highlighted in red):** Includes a checked checkbox for 'Enable Web Collaboration', a 'Meeting Type' dropdown set to 'Web Conference', and checkboxes for 'VoIP audio' and 'Video Dock'. It also has text input fields for 'Lobby/wait URL' (http://www.ibm.com) and 'Goodbye URL' (http://www.necam.com).

5.1 Downloading the Webcast Client

In order to make use of the application, the moderator is required to download a webcast client. This client can be downloaded from the Moderator’s account profile page shown below:

Figure 3-39 Download Client



To share your screen, download the client [here](#)

If the Moderator has logged in, the client can be downloaded from the Moderator’s account profile page (refer to [Figure 3-40 My Profile – Install Webcast Client on page 38](#)).

Figure 3-40 My Profile – Install Webcast Client

admin Conference Center 2016-07-26 16:38 Sign Out

My Profile Resources Services Real View Reports Administration Additions Help

Cancel Add Account Submit

Personal Info

Login

New Password

Confirm New Password

First Name

Middle Name

Last Name

Nickname

Primary Phone

Alternate Phone 1

Alternate Phone 2

Alternate Phone 3

Primary Email

Secondary Email

SMS Address

Pager Address

Maximum Services [-1 means unlimited]

Page Size [0 means unlimited]

Language

Time zone

At least one of First name and Last name is required, and at least one phone number or email/sms/pager address is also required.

Service Privileges

- Audio Conferencing (view)
- Audio Conferencing (add/delete)
- Conference Recording
- Conference Dialout
- Web Conferencing
- Mass Notification
- Audio Files
- RealView

Service Defaults

- Conferences wait for moderator
- Conferences disconnect lone participants
- Conferences stop when moderator disconnects
- Conferences play Wait-For-Conference message
- Conferences play About-To-Join message
- Conferences drop dial-out calls when all dial-in callers disconnect

Webcasting

Install Webcast Client

Email Settings

Send email summary reports

Optional Email Provider (leave blank to use system default provider)

Server Port **Test**

User Name

Password

Authentication Plain Login Cram-MD5

5.2 Using Web Collaboration Application

There are two ways a Moderator can start a web collaboration session.

5.2.1 Method 1:

1. Log into your Moderator web portal, select your Audio Conference room, then send **iCal** invitation to fellow participants.
2. Click on the **Meet** button associated with the Audio Conference room to start the web conference.

Figure 3-41 Conferences Screen

No.	Account	Subject	iCal	Comments	Moderator	Participant	Callout	Send Now	Web	Select
1	admin	Conference for admin	iCal		71745	07277	67252	Send Now	Meet	<input type="checkbox"/>

Open Outlook and invite participants

Start the web conference

5.2.2 Method 2:

1. Go to the login page of the web portal. Enter **Your Name** and the **Moderator Passcode** associated with the audio conference.
2. Click on **Join Web Conference**. Similarly, a participant can join the web conference by entering the **Participant Passcode**, then clicking on **Join Web Conference**.

Figure 3-42 Moderator Login

Conference Center

Join Web Conference

Your Name

Access Code

To share your screen, download the client [here](#)



NOTE

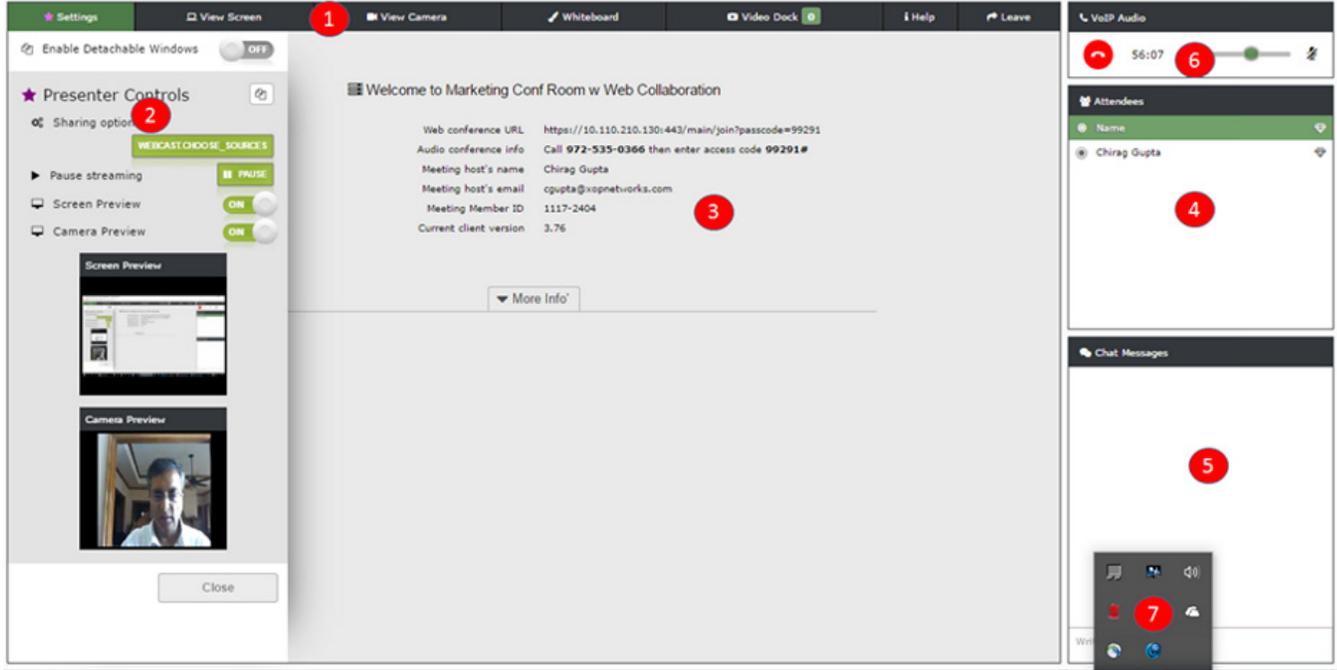
If participants click on the web conference URL received in the iCAL invitation, the user is redirected to the join conference screen with the Passcode already populated.

Figure 3-43 Example of Conference Invitation

The screenshot shows an email notification for a 'Business Review Meeting'. At the top, it says 'No Response Required' and 'Calendar...'. The sender is 'Tapashwani [tapashwania@360logica.com]'. A blue bar indicates 'As the meeting organizer, you do not need to respond to the meeting.' The meeting details are: Required: 'Tapashwani', When: Friday, March 13, 2015 2:00 PM-3:00 PM, Location: nmc.xopnetworks.com : (972) 535-0368 then 141#. The description includes: 'Business Review Meeting', 'To join the audio conference, dial (972) 535-0368, then enter access code 141#.', 'To join the webcast, visit <http://nmc.xopnetworks.com/join?ipin=141> enter your name and click Enter.', and 'For webcasting, your PC should have Adobe Flash 10.3+ installed. Please be sure pop-ups are enabled in your browser.'

5.3 The Web Collaboration Portal

Figure 3-44 Web Collaboration Portal Screen



The Web Collaboration portal is comprised of the following:

1. The Tool Bar

The Tool Bar contains the following:

- Settings
- View Screen
- Whiteboard
- Video Dock
- Help
- Leave

2. The Presenter Control Panel

This panel allows a user to control the settings of the web collaboration portal.

- Click on the  icon to enable the detachable windows.
- Stop and resume streaming
- Display/hide desktop Preview window
- Display/hide webcam Preview window

3. The Main Panel

This panel displays pertinent information about the current collaboration session. It provides:

- A link that can be copied and emailed to other participants
- Dial in information for concurrent audio conference
- Meeting Host's name
- Meeting Host's email ID
- Meeting ID number
- Webcast Client version number

4. The Participant Window

The participant window is used to display the current users of the system and also allows a Moderator to share control with fellow Participants.

The system allows three types of users: Presenter, Participant and Spectator.

- Presenter** – designated with an  icon after their name. There can be multiple Presenters in one session. The Presenter that is currently presenting also has a filled circle icon in front of his/her name. Only one Presenter can be presenting in a collaboration session.
- Participant** – the person that has an unfilled circle in front of his/her name.
- Spectator** – the person that has only his/her name listed. These are users that do not wish to do any sharing and hence are not required to download and install the webcast client.

A Presenter can share control with other Moderators and Participants.

A circle in front of a participant's name denotes an active webcast client.

5. The Chat Window

The Chat window provides “public” chat between Moderators, Participants and Spectators when used as part of a web collaboration session.

The Chat window provides “one way” chat from individual participants and spectators towards a Moderator when used as part of a webinar session. The objective is for participants and spectators to be able to ask questions privately to a moderator that is conducting the webinar.

6. VoIP Audio

The VoIP Audio window is available for use only via Chrome and Firefox browsers. It leverages WebRTC capability to automatically create a voice path between a user's PC Microphone/Speaker and the associated concurrent audio conference.



NOTE

— *VoIP audio capability should be used with headsets with built in echo cancellation.*

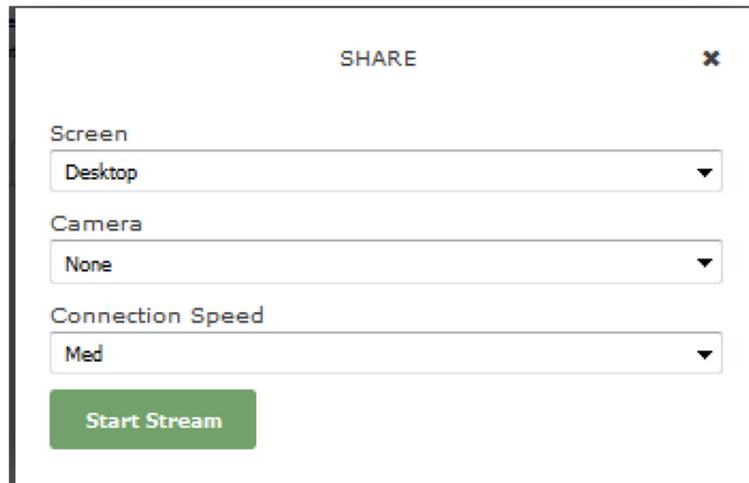
7. System Tray – Webcast Client Icon

The system tray shows the webcast  icon. When a Presenter is streaming the icon changes in color to Red .

5.4 Using Desktop Sharing

The Webcast Control Share window pops up as soon as web collaboration session is initiated. The form is pre-filled with default settings for desktop sharing. Press **Start Stream** to start sharing the desktop. By default, the connection speed is set for **Medium speed**.

Figure 3-45 Share Screen



Verify that the webcast icon in the system tray is displayed in red. That is an indication that you are now using the webcast client for streaming.

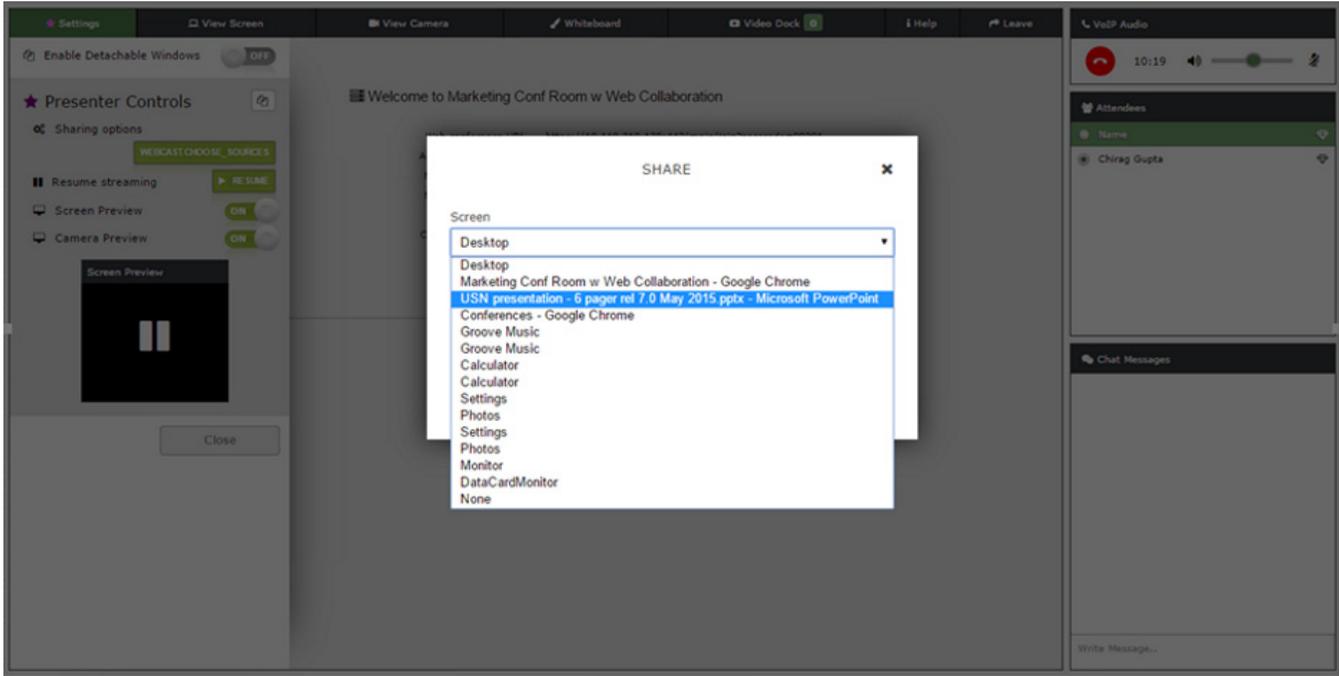
If needed, the user can alter the default settings and choose appropriate options for Application sharing, Camera sharing and Connection speed. The selected options will start streaming immediately.

During desktop sharing, a Moderator's entire desktop is scanned and transmitted to fellow participants.

5.5 Using Application Sharing

Application Sharing allows a Moderator to share one of the many applications that may be running on his/her PC.

Figure 3-46 Share Screen – Desktop Drop-Down Menu



After logging in, you will see the Share Pop-up window. Click on the **down arrow** associated with Desktop to see a list applications that you can select from. Pick one and then select **Start Stream**. The selected application will then be displayed on your desktop and will also be streamed to fellow users.

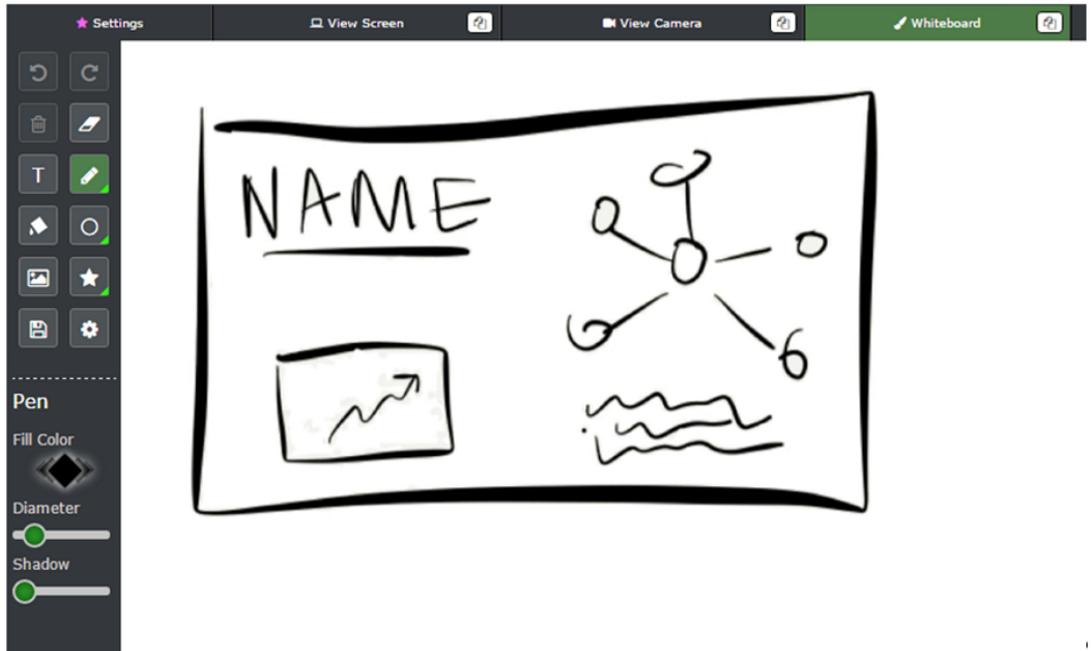
If you are in a desktop sharing session and want to use Application sharing then use the Presenter Control window to stop the current session. Click on **Choose webcast sources**. This will display the Share pop-up window again. Click the **down arrow** associated with Desktop. This will display other applications running on your PC. Select the one that you want to share. The example above shows selection of a PowerPoint presentation.

 **NOTE** — *If popup above is not displayed, this may indicate that the Webcast client is not running on the user’s PC. The user can also start the webcast service from the Start menu if not already running, or is exited intentionally from the system tray. Refer to Chapter 5 Help and Troubleshooting for more details.*

5.6 Using Whiteboard

The whiteboard provides a shared canvass where the Presenter can draw, sketch and illustrate ideas. It is possible to upload images, add text and draw using a number of free-hand drawing/coloring tools. Members can download the image created and re-upload later as necessary.

Figure 3-47 Example of Whiteboard Display



5.7 Using Webinar Mode

In Webinar mode, a Moderator can share his/her Desktop or an Application (PPT, Excel etc.) and simultaneously stream the PC's microphone "Audio" and webcam Video. The participants can also use the chat window to privately ask the Presenter questions.

5.8 Dual Monitor Support – Detachable Windows

Web Collaboration panel comprises of multiple individual windows. If a moderator is using an additional monitor, he/she can select **Enable Detachable Windows** in the Presenter Control Panel.

It un-tethers various windows. Windows with the  icon can now be easily dragged to the second monitor and placed as desired.

Figure 3-48 Enable Detachable Windows

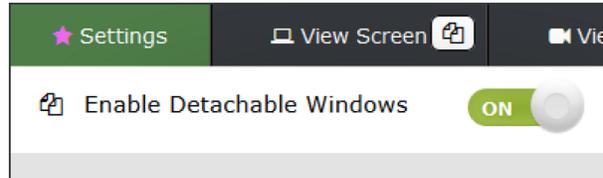
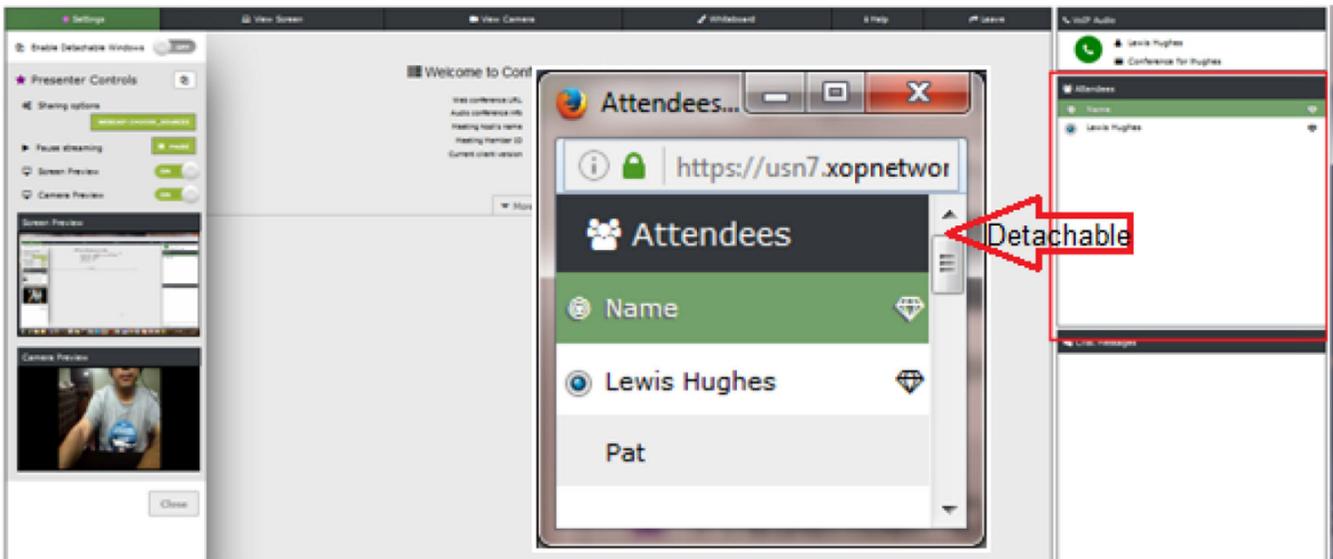


Figure 3-49 Example of Detachable Windows



Windows are reset back to their original positions if the user clicks on the  **Reset Layout** tab on the main screen.

5.9 Connection Speed

A Presenter can adjust connection speed by selecting the appropriate setting from the **Connection Speed** menu as shown below.

Connection speed should be selected based on the speed of the Internet at the slowest connection.

Connection Speed: A Moderator can select connection speed for sharing using the following:

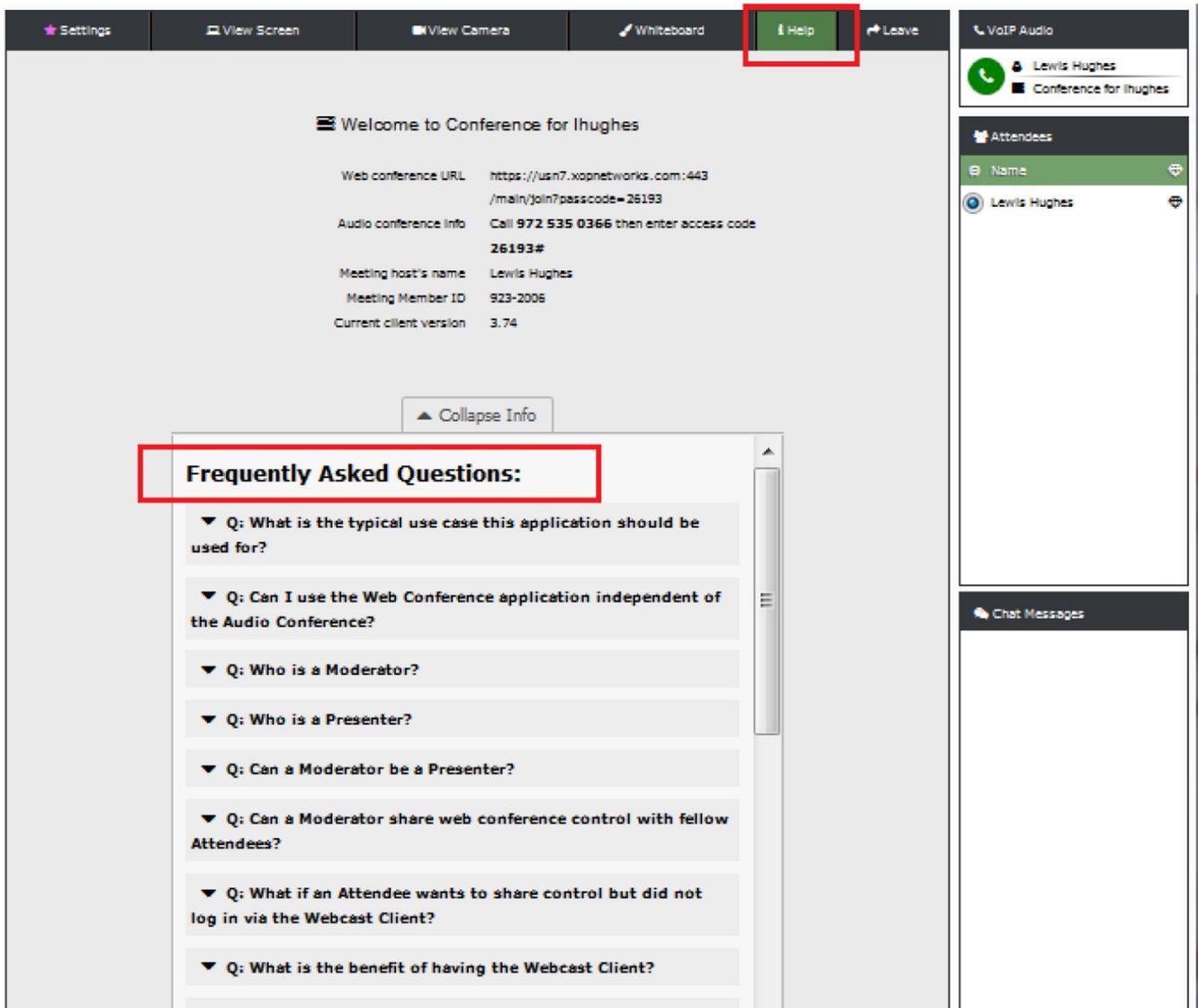
- **High** – High resolution and less delay (When all participants have broadband (< 2 Mb/s) Internet connectivity)

- **Med** – Optimum resolution and delay (When all participants have average (1 – 2 Mb/s) Internet connectivity)
- **Low** – Low resolution and more delay (When all participants have poor (> 1 Mb/s) Internet connectivity)

5.10 Help

Click on the **Help** tab to see **Frequently Asked Questions** related to Web conferencing and Presenter controls.

Figure 3-50 Example of Frequently Asked Questions



SECTION 6 USING THE REALVIEW PORTAL

This chapter explains how to use the RealView features. The RealView pages show real time conferencing activity occurring on a web portal. It also provides control functions that emulate the DTMF controls associated with conferencing and other applications.

6.1 RealView Overview

To access the RealView features, select RealView tab. The system will open a new browser window and display the RealView page.

Figure 3-51 RealView Page

Real View								
Conferences		1 active (4 ports)	3 listed					
Conference for sgupta		(4 ports)					ACCESS: M: 155	P: 156
		[22] [%] 243	(243)	in conference	Tuesday, September 02, 2014 6:51:03 PM			
		[21] [%] 240	(240)	in conference	Tuesday, September 02, 2014 6:50:25 PM			
		[20] [%] 241	(241)	in conference	Tuesday, September 02, 2014 6:49:51 PM			
		[19] [%] 242	(242)	in conference	Tuesday, September 02, 2014 6:49:51 PM			
Conference2 for sgupta		inactive			ACCESS: M: 123	P: 124		
Conference for sgupta 2		inactive			ACCESS: M: 11111	P: 22222		

You will see activity for all of your conference rooms. To see more information about a particular conference, select the arrow next to the conference name.

The system displays the following information related to an active conference:

- Conference Room Name
- Number of ports in use
- The moderator access code
- The participant access code
- Identify each as a Participant or the Moderator
- Each Participant's name, if it is in the system address book as a moderator-defined user; otherwise the Participant's phone number.
- Noise % measured during the playback of the opening welcome prompt
- Loudest speaker - displayed in Green
- Destination number dialed to enter the conference
- The port state (e.g., about to join conference, waiting to join conference, in conference, etc.)

- The time the participant joined the call

The following Moderator controls are available during a conference on the web interface from the RealView page:

-  Record or stop recording the conference.
-  Mute or unmute a single or all participants.
-  Lock or unlock the conference.
-  Disconnects selected participants.
-  End the conference.
-  Transfer selected participants.

6.2 Muting Participants

To mute a particular participant:

1. Check the box for the participant you want to mute.
2. Select the **Mute** icon.

The RealView page displays an **M** for moderator-muted or **S** for self-muted (if the participant used DTMF based in-conference controls to mute self).

You can also select the mute icon for the conference to mute all participants.

6.3 Disconnecting Participants

To disconnect a participant and make the reserved port available:

Select the box next to the participant(s) you want to disconnect and select the **Disconnect** icon.

6.4 Recording Conferences

When you add a conference room, you can indicate whether the system should record conferences. This control allows you to start and stop recording as needed during the call.

- Select the **Recording** icon to start recording the call.
- Select the **Recording** icon again to stop recording the call.

6.5 Locking Conferences

If all of the necessary or a sufficient number of participants have joined, you can choose to lock the conference. This prevents any users (unauthorized or authorized) from gaining access to the conference. This control is commonly used to prevent distractions by people arriving late to a conference. You can unlock a conference later as needed.

- Select the **Locked** icon to prevent additional participants from joining the conference to minimize distractions from people joining late.
- Select the **Locked** icon again to allow participants to join again.

6.6 Transferring Participants

You may need to transfer one or more participants to another ongoing conference call or, you may transfer the entire conference to another.

Check the boxes next to the participant(s) you want to transfer (refer to [Figure 3-52 Example of RealView Transfer Screens on page 51](#)).

Figure 3-52 Example of RealView Transfer Screens

The figure consists of two screenshots of the RealView interface, separated by a large red arrow pointing downwards, indicating a sequence of events.

Top Screenshot: The interface shows a list of conferences. The first conference, 'Conference for sgupta', has 4 active ports. Two participants, 243 and 240, are selected (indicated by checkmarks in red boxes). A green arrow icon with an upward-pointing arrow is highlighted in a red box, representing the transfer function. A tooltip below it reads 'Transfer all selected ports to this conference.'.

Bottom Screenshot: The interface shows the same conferences. The 'Conference for sgupta' now has 2 active ports (participants 241 and 242). The 'Conference2 for sgupta' now has 2 active ports (participants 243 and 240), indicating that the selected participants from the first conference have been transferred to the second conference.

In the example above, two participants from 'conference for sgupta' room with phone numbers 243 and 240 were selected and then transferred to 'conference2 for sgupta'. The transfer capability can be used to temporarily place participants in a sub-conference rooms and after the private meeting is over merge the sub-conference room with the main conference room.



SECTION 1 REPORTS

This section explains how to use the reporting features. The system creates reports for all conferences. The reports are listed on The Service Reports Page. This page provides links for listening to Conference Audio Recordings, Detailed reports and View Diagnostic Logs.

1.1 The Service Reports Page

To access the service reports, select **Reports** from the Moderator Menu or the Reports link on the Home page. The system displays the Service Reports page, shown below.

Figure 4-1 Example of Service Reports Page

No.	Account	Service	Service Type	Start Time	End Time	Recording	Reports	Log
1	admin	Conference for admin	Web Conference	2016-05-17 16:40 [CDT]	2016-05-17 16:44 [CDT]		Summary Details	View
2	admin	Mass Notification Test	Mass Notification	2016-05-17 11:24 [CDT]	2016-05-17 11:25 [CDT]		Summary Details	View
3	admin	Mass Notification Test	Mass Notification	2016-05-17 11:23 [CDT]	2016-05-17 11:23 [CDT]		Summary Details	View
4	admin	Mass Notification Test	Mass Notification	2016-05-17 11:21 [CDT]	2016-05-17 11:21 [CDT]		Summary Details	View
5	admin	Mass Notification Test	Mass Notification	2016-05-17 09:54 [CDT]	2016-05-17 09:54 [CDT]		Summary Details	View
6	admin	Mass Notification Test	Mass Notification	2016-05-17 09:50 [CDT]	2016-05-17 09:51 [CDT]		Summary Details	View
7	admin	Mass Notification Test	Mass Notification	2016-05-17 09:49 [CDT]	2016-05-17 09:49 [CDT]		Summary Details	View
8	admin	Mass Notification Test	Mass Notification	2016-05-17 09:42 [CDT]	2016-05-17 09:42 [CDT]		Summary Details	View

The system displays the following information for your reports:

- **Number** is a system generated report number.
- **Service** is the conference name.
- **Start Time** indicates when the conference or service began.
- **Recordings** lists any recordings associated with the selected conference. Single recordings are marked **Listen**. If there are multiple recordings (as for multiple segments or a recurring conference), the recordings are numbered.
- **Reports** column provides links to the Summary and Details reports.

To delete a report, check the **Select** box next to the item and click the **Delete** button at the top of the column.

The previous, next, and page numbers at the bottom allow you to navigate to different pages in the list of reports.

1.2 Listening to a Conference

The Service Reports Page provides links to any recordings of your conferences.

To listen to recorded conference, select the **Listen** link (or the number for multiple segments) next to the conference listed on the Service Reports page. The system opens your default media player and begins playing the recording.

1.3 Viewing a Conference Report

The **Details** link opens CSV files that contain the Call Detail Record associated with a given conference. You can download a CSV file with service details to use in your spreadsheet program to sort or manipulate the information as needed. To download a CSV file containing details about a conference, select the Details link next to the conference listed on the Service Reports page. The system opens a dialog asking whether you would like to Open or Save the file. Select Open to open the file in a spreadsheet (such as Microsoft Excel) or Save to save the report on your computer to open at a later date. A sample of the CSV file is shown below when pulled into Microsoft Excel.

Figure 4-2 Example of Conference Report

A	B	C	D	E	F	G
Name	Called At	Connected At	Disconnected At	Connect Time (h:m:s)	Outcome	Additional Info
240	2014-09-02 09:20:20 EDT	2014-09-02 09:20:20 EDT	2014-09-02 09:24:24 EDT	0:04:04	INBOUND	JOINED-CONF
243	2014-09-02 09:20:58 EDT	2014-09-02 09:20:58 EDT	2014-09-02 09:24:24 EDT	0:03:26	INBOUND	JOINED-CONF
241	2014-09-02 09:19:46 EDT	2014-09-02 09:19:46 EDT	2014-09-02 09:31:05 EDT	0:11:19	INBOUND	JOINED-CONF
243	2014-09-02 09:20:58 EDT	2014-09-02 09:20:58 EDT	2014-09-02 09:31:06 EDT	0:10:08	INBOUND	JOINED-CONF
240	2014-09-02 09:20:20 EDT	2014-09-02 09:20:20 EDT	2014-09-02 09:31:06 EDT	0:10:46	INBOUND	JOINED-CONF
242	2014-09-02 09:18:41 EDT	2014-09-02 09:18:41 EDT	2014-09-02 09:31:06 EDT	0:12:25	INBOUND	JOINED-CONF

The file displays the following information for conferences:

- Name, if available in the system database as a user
- The caller phone number
- The time the participant was called at, connected at and disconnected at
- The total time the participant was connected
- Call direction – whether the call was Inbound or Outbound
- Any other relevant detail about the call log

1.4 Viewing a Conference Log

The conference log provides details on when each participant joined and left the conference and the time of any in-conference controls. To view the conference log, go to the Service Reports page and select the View link next to the conference.

The system displays the log information, as shown below.

Figure 4-3 Example of Conference Log

The screenshot shows a web interface for 'XOP Networks' with a user 'admin'. A navigation bar includes 'Account Profile', 'Resources', 'Services', 'Real View', 'Reports', 'Administration', 'Additions', and 'Help'. The main content area is titled 'Detailed Service Activity Log [Moderator: Sudhir Gupta] [Subject: Conference for sgupta]'. It contains a list of log entries with timestamps and descriptions of events like 'Add member to service', 'Added member to conference', 'Leave service', 'Recording started', and 'Conference finished'. At the bottom of the log, there are two buttons: 'Cancel' and 'Download'.

To download a text file including the log information, select **Download**.

The system opens a dialog asking whether you would like to Open or Save the file. Select **Open** to open the file in Notepad or **Save** to save the log on your computer to open at a later date.

The file displays the conference events (such as participants joining) by the time they occurred and the use of any DTMF controls during the conference.

To return to the Service Reports page, select **Cancel**.



SECTION 1 ONLINE HELP

The system provides context sensitive help. Click on the **Help** tab when on a given page to seek help for that page.

Figure 5-1 Help Page

Add/Edit Account Help

The Add and Edit Account Pages allow to control information associated with your Account. As a Moderator you can only view the Service Privileges but cannot edit them.

For setting up a new Account enter information requested in the **Personal Info** block.

1. **Minimum required information includes:**

- Your **Login ID**
- Your Password (Note: For added security, you should change your password at the earliest possible opportunity.)
- At least one phone number or email/sms/pager address

The email address is used as a “from” address when the system generates emails on behalf of the moderator for any service applications.

2. Select **Maximum Ports**. Only an administrator can change this field. This field is used to allocate 'n' ports to a given moderator.
3. Select **Page Size**. Page Size refers to number of lines that will be visible per page on various portals.
4. Select your **Language** from the Language drop down list. The system allows different moderator accounts to be created with different languages. A moderator can override the default language chosen.

SECTION 2 TROUBLESHOOTING HELP

Table 5-1 Troubleshooting Codes

Item #	Description	Possible Cause	Action Required
Audio Conferencing Application			
1	When I call into a conference room, I hear "echo".	If callers are very close to each other and using speaker phones, the audio from active speaker also get fed from a secondary caller's phone into the bridge. This produces perception of echo.	Maintain a minimum distance of at least 5 feet between phone users, especially if speaker phones are being used.
2	When I call into a conference room, I hear "helicopter" noise.	There may be calls from a previous conference that are still connected between the PBX and the NMC XMP. This can lead to a circular loop that will build up the noise in a conference room.	Please make sure that PBX drops a caller's line coming into the bridge after the caller has hung up. This condition can be verified by checking RealView. If there are calls that were not dropped, use the disconnect link on Realview to force a disconnect.
3	I tried to use iCAL button to send the meeting invitation, but no email was sent.	Your PC's Outlook Calendar function may have been reset or set inappropriately. The iCAL facility needs to be enabled.	In Calendar, on the Tools menu, click Options, and then click Calendar Options. Under Advanced options, select the "When sending meeting requests over the Internet, use iCalendar format check box".
4	Cannot dial out to bring additional people into a conference.	The trunk between your PBX and the conference bridge may be set up for inbound traffic only.	Please check with PBX/CO person. The trunks need to set for full duplex operation for this feature to work.
5	Hear bursts of noise after someone stops speaking in a conference.	HMP.Uconfig values need adjustment for that location.	Please bring this to the attention of XOP Customer Support for Assistance.

Table 5-1 Troubleshooting Codes (Continued)

Item #	Description	Possible Cause	Action Required
6	When I call into the bridge, it prompts me for an Access Code. The Access Code I enter gets rejected.	<p>Access Code is probably for a scheduled conference so it is only valid during the time of the conference plus the Lobby time. The code will be rejected as invalid unless it is entered in the correct time window.</p> <p>Some phones or phone systems distort DTMF, sending the system incorrect digits.</p> <p>The NMC XMP may not have correct license for the audio conferencing.</p>	<p>Confirm Access Code in question was tried during a time for which it was valid.</p> <p>Use the System Events in the GUI (BAD PIN) or tlog command to view the DTMF digits the system is detecting. Look for a single digit that was distorted into multiples or missing digits.</p> <p>Please bring this to the attention of XOP Customer support.</p>
7	<p>Intermittent choppy audio or other noise impairment in the audio conference.</p> <p>➔ <i>Request a recording of the conference when the noise is present.</i></p>	<p>Ethernet interface on the conference bridge may be running in half duplex mode.</p> <p>Network not optimized for voice.</p> <p>External Source injecting noise into the conference.</p>	<p>Confirm that all network elements the voice traffic crosses are configured to be full duplex.</p> <p>Confirm that the RTP packets coming from the NMC XMP have been marked as voice.</p> <p>Try muting the conference using 43#, does interference stop? If so use RealView to unmute lines one at a time to find the source of the spurious noise.</p>
8	I set up my conference for recording but nothing is getting recorded.	Recording capability needs to be enabled on the admin side.	Confirm that system has recording enabled for the moderator.
9	I am not able to schedule conferences.	Scheduling capability needs to be enabled on the admin side.	Make sure that schedule port usage field is selected on System Configuration page.



NMC XMP Meeting Center User Guide