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# RGA Conference Bridge Knowledge Transfer

# RGA Router / Gateway / Application Overview

- This presentation covers basic steps to get the CD-RGA blade installed and working in the system for conference functionality.
- The CD-RGA Application Gateway blade provides Conference bridge capability.
- With proper licensing up to 32 audio ports are supported.
- Only the Conference bridge is supported at this time on the CD-RGA blade.
- The Router/Gateway functionality will be supported in a future build.

# RGAs Conference

- Only the WAN port is supported for RGA programming access and nothing should be connected to the LAN ports.
- Warning: The LAN ports provide DHCP addresses from the built in DHCP server. Do not connect these ports to an existing LAN!
- The SV8100 must be running v9.50 software to support the CD-RGA.
- At default the WAN port of the CD-RGA will get its IP Address from PRG 10-55-01.
- For detailed feature information refer to the SV8100-RGA-Conf-Solution Manual.
- Each web page has detailed setting information for referral which is not shown in the presentation screen shots due to size limitations.

# RGA Conference Licensing

## License feature code 6300 (RGA CNF Port) supports:

### Basic Audio Conferencing

- Up to 32 Audio Conference ports
- Reservation-less and Reservation based audio conferences

### Conference Features

- Select entry and exit tones
- Select memorable vanity PINs
- Select name announcement on/off
- Select enter audio conference muted on/off etc
- Schedule recurring audio conferences via the Web Portal
- Use Microsoft Outlook iCalendar application to send invitations to desired participants
- Conduct audio conference with or without Moderator presence required
- See real time view of a running audio conference via Web Portal. Participants can be seen by name or by caller ID
- Display loudest speaker – helps Identify and mute participants that may be inadvertently injecting noise or echo into the audio conference
- Exercise multiple in-conference controls via phone key presses or the Web portal
- On-the-fly dial out and add participants to running conference
- Transfer participants between conferences via web portal
- Raise Hand to get Moderator's attention
- Send a detailed end of conference summary report to the moderator after a given audio conference is over

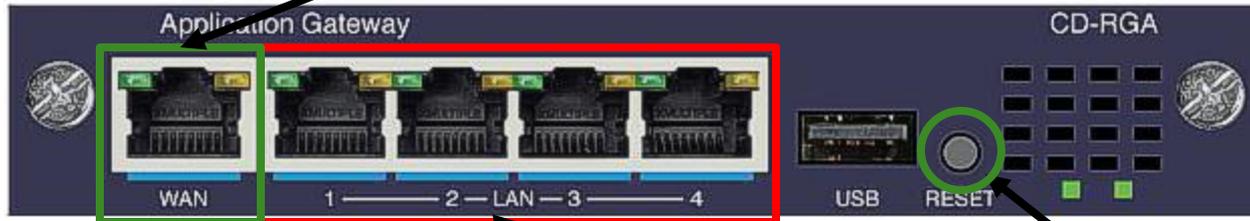
## License feature code 6301 (ENHANCE I) supports:

### Conference Recording

- Conference Recording, capacity 1000 minutes
- Record entire conference or excerpts from a conference
- Conference playback via Media Player

# CD-RGA Hardware

The WAN port will get an IP Address from PRG 10-55-01. Only the WAN port should be connected to the customer LAN and used for connectivity to the CD-RGA for administration.



The LAN ports will be supported in a future build and should NOT be connected to the customer LAN.

**Warning: The LAN ports provide DHCP addresses from the built in DHCP server. Do not connect these ports to an existing LAN!**

Note the RGA Blade can be set to default by holding the "Reset" button for 5 seconds while inserting it into the SV8100 chassis. This does not default the conference application only the base blade configuration.

If the RGA is running pressing this button for 5 seconds will reset the blade.

# SV8100 Programming

If not already set configure the system network settings.

- Set 10-12-01 to 0.0.0.0.
- Set 10-12-03 to the default gateway provided by the network administrator.
- Set 10-12-04 to the local time zone.

01 - IP Address	<input type="text" value="0.0.0.0"/>
02 - Subnet Mask	<input type="text" value="255.255.255.0"/> ▼
03 - Default Gateway	<input type="text" value="192.168.0.1"/>
04 - Time Zone	<input type="text" value="(GMT -06:00) Central Time (US and Canada)"/> ▼

If not already set configure the system network settings.

- Set 10-12-09 to the static IP address for the SV8100 provided by the network administrator.
- Set 10-12-10 to the subnet mask provided by the network administrator.

09 - IPL IP Address	<input type="text" value="192.168.0.50"/>
10 - IPL Subnet Mask	<input type="text" value="255.255.255.0"/> ▼

# SV8100 Programming

If not already configured set 84-26-01 to the static IP address for the all the DSPs provided by the network administrator.

Note: Depending on the size of the VoIP DB used (32/64/128) and if an IPLA or IPLB is used your configuration may look different. In this example an IPLA-32 is used.

VoIP Gateway	IP Address
1	<input type="text" value="192.168.0.51"/>
2	<input type="text" value="192.168.0.52"/>
3	<input type="text" value="0.0.0.0"/>
4	<input type="text" value="0.0.0.0"/>
5	<input type="text" value="0.0.0.0"/>
6	<input type="text" value="0.0.0.0"/>
7	<input type="text" value="0.0.0.0"/>
8	<input type="text" value="0.0.0.0"/>

If you made changes to the IP address programming the system must be reset for those changes to take effect.

Make sure you exit programming before rebooting the system.

# SV8100 Programming

If using the Conference functionality before installing the CD-RGA you should first set the licensing for the slot the CD-RGA will be installed in. This is shown here from Web Pro for illustration purposes but will have to be set from Telephone or PC Pro.

- 10-54-01 should be set to 6300 (RGA Voice Port License)
- 10-54-02 should be set to the number of conference ports licensed in the system.

License	Code	Quantity	License	Code	Quantity
01	6300	32	17		0
02		0	18		0
03		0	19		0

Whether or not you are using the Conference functionality before installing the CD-RGA you should first set the IP address for the WAN port for the slot the CD-RGA will be installed in so it is accessible on the LAN. This is shown here from Web Pro for illustration purposes but will have to be set from Telephone or PC Pro.

- 10-55-01 sets the WAN port IP Address provided by the network administrator.
- 10-55-04 sets the WAN port subnet mask provided by the network administrator.
- 10-55-05 sets the WAN port default gateway provided by the network administrator.

01 - IP Address	<input type="text" value="192.168.0.225"/>
02 - NIC Setting	<input type="text" value="Automatic detection"/>
03 - Main/Add-on	<input type="text" value="Add-on"/>
04 - Subnet Mask	<input type="text" value="255.255.255.0"/>
05 - Default Gateway	<input type="text" value="192.168.0.1"/>

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- Now insert the CD-RGA blade into the system.
  - On boot up the system will recognize the blade assign ports and extension numbers.
  - If using PC Pro perform database download or use Web Pro to continue programming the SV8100.

# SV8100 Programming

Set the department group pilot for the RGA Conference extensions in 11-07-01.

For this example we use department group 3. Never use department group 1 as that is the default group for all extensions.

Department Group	Pilot
01	<input type="text"/>
02	<input type="text" value="200"/>
03	<input type="text" value="250"/>

In 15-03-03 set all RGA Conference extensions to 1 (Special).

03 - Terminal Type

Special - Receive DTMF tones after the initial call is setup ▼

In 15-07-01 assign one CAP Key to every RGA port. These will be used for the conference dial out feature.

08	*01 - Trunk Key ▼	8
09	*08 - CAP Key ▼	0050
10	None ▼	

# SV8100 Programming

In 16-02-01 put all RGA Conference extensions in Department group 3 and set the priority for each extension.

ICM Extension	Department Group	Priority Order
170	<input type="text" value="3"/>	<input type="text" value="1"/>
171	<input type="text" value="3"/>	<input type="text" value="2"/>
172	<input type="text" value="3"/>	<input type="text" value="3"/>
173	<input type="text" value="3"/>	<input type="text" value="4"/>
174	<input type="text" value="3"/>	<input type="text" value="5"/>
175	<input type="text" value="3"/>	<input type="text" value="6"/>
176	<input type="text" value="3"/>	<input type="text" value="7"/>
177	<input type="text" value="3"/>	<input type="text" value="8"/>

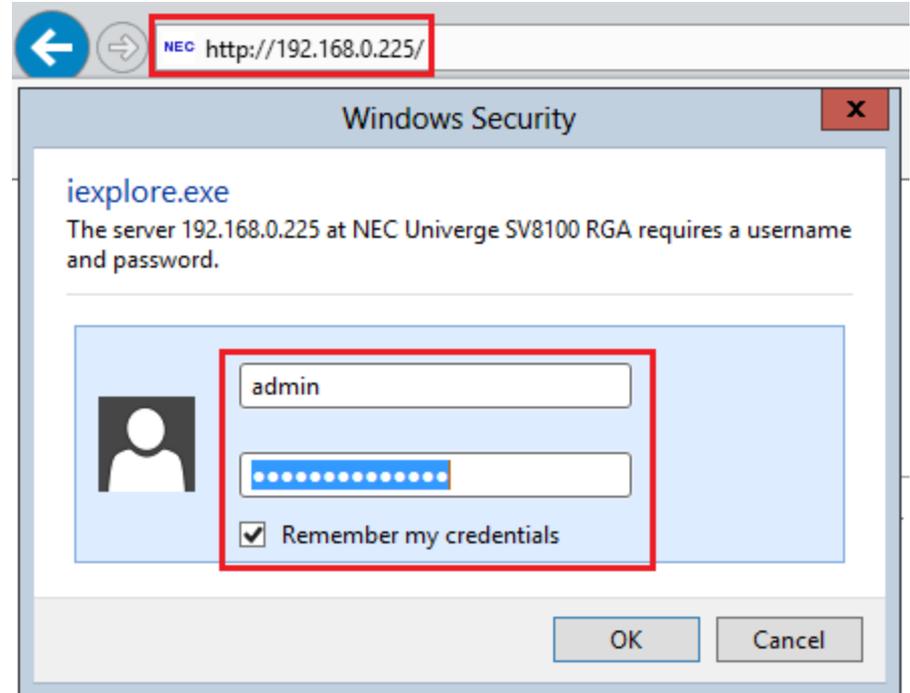
# RGAs Admin Web GUI

Open your preferred Internet browser and point it at the RGA Admin Web GUI, using our example configuration:

`http://192.168.0.225`

Note if using Microsoft Internet Explorer you may have to enter the `http://` manually.

When prompted enter username = admin and password = admin



# RG Admin Web GUI

Go to Router Settings -> Administrator Functions -> Maintenance Settings.

This page can be used to change the Web Admin GUI username and password if desired.

You can also enable remote access for Web Admin and Conference Admin GUIs. The Router function port can be changed here. The Conference port is shown as read only and is changed later in the presentation.

It is recommended that the "Allow Remote Configuration" and "Allow Conference Remote Web Access" be enabled.

## Router Setup

### Admin - Maintenance Settings

#### Authentication

User Name

Password

Confirm Password

#### Preferences

Language

#### Remote Access

Allow Remote Configuration

HTTPS Protocol Only

Remote Maintenance Port

Allowed Remote IP

Allowed Remote Subnet Mask

Allow Conference Remote Web Access

Conference Web Access Port

# RG Admin Web GUI

Go to Router Settings -> Administrator Functions -> Time Services.

This page is used to set the time zone and the source for clock synchronization.

If the "Enabled Network Timer Server" box is unchecked the RGA will use the SV8100 time.

If the "Enabled Network Timer Server" box is checked the RGA will use the time server source by either IP Address or Domain Name.

No matter which source is used the appropriate time zone should be set.

If set to contact an Internet Time Server the "NTP Server Test" icon can be used to check connectivity to the server.

## Router Setup

### Admin - Time Services

Enable Network Time Server

NTP Server Address or Domain Name

pool.ntp.org

Time Zone

(GMT-06:00) Central Time (US & Canada)

Current RGA Time

Fri, 03/21/2014, 1:47 pm CDT

NTP Server Test

If the "Enable Network Time Server" box is not checked the RGA will use the phone system time.

## Router Setup

### Admin - Time Services

Enable Network Time Server

NTP Server Address or Domain Name

pool.ntp.org

Time Zone

(GMT-06:00) Central Time (US & Canada)

Current RGA Time

Fri, 03/21/2014, 2:04 pm CDT

NTP Server Test



# RGA Admin Web GUI

Go to Router Settings -> Administrator Functions -> RGA Reset.

RGA Reset provides utilities for restarting the RGA router, rebooting the RGA blade, shutting down the RGA blade, and returning the RGA configuration database to default.

- Restart the RGA Router stops and then restarts the RGA router and other applications.
- Reboot the RGA Blade stops and restarts the entire RGA blade. This includes all applications and the operating system.
- Shut Down the RGA Blade shuts down the RGA blade. You might want to do this prior to removing the blade. To restart the RGA blade after shutting it down, do one of the following:
  1. Turn the cabinet power off and then back on.
  2. Press the reset switch on the RGA blade for at least three seconds.
  3. Remove the RGA blade and reinsert it.
- Set the RGA Blade to Default sets all the RGA database options back to their default values. This also restarts the RGA application. Consider using Administrator Functions: Database Backup/Restore to make a copy of the current database before defaulting it.

## Router Setup

### Admin - RGA Reset

Restart the RGA Router

Restart

Reboot the RGA Blade

Reboot

Shut Down the RGA Blade

Shutdown

Set the RGA Blade to Default

Default

Note the RGA Blade can be set to default by holding the “Reset” button for ~5 seconds while inserting it into the SV8100 chassis. This does not default the conference only the base blade configuration.

# RGAs Admin Web GUI

Go to Router Settings -> Administrator Functions -> Software Update.

This page is used to update the base RGA firmware. It is recommended you check for new software even on a new blade to make sure you have the latest firmware available.

There are several ways to obtain and apply new software:

- If the RGA has LAN access to the Internet the system can be set to automatically check for the software every night.
- Manually check for software by clicking the "Check Now" icon.
- If software was downloaded to the support PC can click on the "Browse" icon to locate the file on the support PC.

Once the file is selected it will automatically upload to the CD-RGA. After the upload has finished click on the "Update" icon to apply the new software and reboot the CD-RGA blade.

## Router Setup

### Admin - Software Update

#### Update Options

Automatically Check for Updates



Manually Check for Updates

Check Now

#### Current Software Version

Beta version 4.00.63, Mar 13, 2014

#### Latest Software Updates

Available on RGA

GA version not available.

Update

Beta version 4.00.63, Mar 13, 2014

Update

Browse Your PC

rgafw-beta-v4.00.63\_4d54c9.tgz

Browse...

Update

# RG Admin Web GUI

Go to Application Settings -> Conference Bridge-> System Settings.

This page will show the current RGA Conference software version and the number of port licenses it received from the system as read only.

The Dial-in Number is used when sending conference invitations and should be changed for each install.

The Time Zone is shown as read only.

If needed the Web Server Port can be changed from the default 8008. This setting is shown as read only under Router Settings -> Administrator Functions -> Maintenance Settings.

## Conference Bridge Setup

### Conference - System Settings

#### Application Info

Current Software Version

Licensed Conference Ports

#### System Identification

Dial-in Number

Time Zone

#### Web Configuration

Web Server Port

# RG Admin Web GUI

Continuing on Application Settings -> Conference Bridge-> System Settings.

This page is used for the following functions:

1. Default the conference database.
2. Upload database to restore.
3. Upgrade the RGA Conference Application software.

It is recommended you check for new software even on a new blade to make sure you have the latest firmware available. The RGA Conference software can only be obtained by downloading from the NTAC site. Once software has been downloaded to the support PC click on the "Browse" icon to locate the file on the support PC.

When upgrading once the file is selected it will automatically upload to the CD-RGA. After the upload has finished click on the "Restart" icon to apply the new software and reboot the CD-RGA blade.

<b>Application Control</b>	
Upload Database for Restore	<input type="text"/> <input type="button" value="Browse..."/>
Upload New Software Package <i>( Restart to install )</i>	<input type="text"/> <input type="button" value="Browse..."/>
Restart Conference Application	<input type="button" value="Restart"/>
Backup Database to PC	<input type="button" value="Backup"/>
Restore Uploaded Database	<input type="button" value="Restore"/>
Restore Factory Defaults	<input type="button" value="Default"/>

# RG Admin Web GUI

Go to Application Settings -> Conference Bridge-> Voice/Audio Settings.

This page at default will usually not require many changes. If you have extension numbers that are longer than the default 4 digits you will need to change the Internal Extension Length.

The Internal Extension Length is used to determine if a call is External or Internal. Referring to the example. If the dialed digits are longer than 5 digits it is considered.

The Automatic Gain Control (AGC) works well and it is recommended it be left enabled. If the volume needs to be adjusted use the AGC Target Volume settings.

## Conference Bridge Setup

### Conference - Voice/Audio Settings

#### Voice Settings

Internal Extension Length	<input type="text" value="5"/>
Dial-out Prefix for External Calls	<input type="text"/>
Maximum Allowed Dial-out Digits	<input type="text" value="11"/>
Minimum Required Digits in Phone No.	<input type="text" value="3"/>
Answer Timeout (sec)	<input type="text" value="15"/>
Inter-call Delay (Sec)	<input type="text" value="60"/>
Use Rightmost ...	<input type="text" value="10 Digits"/>
... For Incoming Numbers of Length	<input type="text" value="Any"/>

#### Audio Volume Settings

	Receive	Transmit
Automatic Gain Control	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AGC Target Volume	<input type="text" value="-9 dB"/>	<input type="text" value="-9 dB"/>
Manual Gain Selection	<input type="text" value="0 dB"/>	<input type="text" value="0 dB"/>

# RG Admin Web GUI

Go to Application Settings -> Conference Bridge-> Roles Privileges.

The screen shown to the right has the recommended settings for conference user roles and privileges.

These settings are used as the template for user rights when creating a new User in the RGA Conference Web GUI. They can be changed per user later if needed.

The Roles/Privilege setting descriptions are shown below.

## Conference Bridge Setup

### Conference - Roles/Privileges

#### New Account Default Privileges

Audio Conferencing (view)	<input checked="" type="checkbox"/>
Conference Dialout	<input checked="" type="checkbox"/>
Audio Conferencing (Add/Delete)	<input checked="" type="checkbox"/>
Conference Recording	<input type="checkbox"/>
Realview	<input checked="" type="checkbox"/>
Audio Files	<input type="checkbox"/>

#### *New Account Default Privileges*

- Following privileges display as moderators default privileges:
  - Audio Conferencing (view)
  - Audio Conferencing (add/delete)
  - Conference Recording
  - Conference Dialout
  - Web Conferencing
  - Realview
- The System administrator can select/unselect any service privilege from the above list to set moderators default privileges.

# RGAs Conference Admin GUI

Using a Internet browser point it at the RGA Admin Web GUI, using our example configuration:  
http://192.168.0.225:8008

Note if using Microsoft Internet Explorer you may have to enter the http:// manually and the port number has to be included to get to the conference GUI login.

The port number is set under Application Settings -> Conference Bridge-> System Settings.

When prompted enter username = admin and password = admin

The "NEC Empowered by Innovation" logo can be changed under Application Settings -> Conference Bridge-> System Settings if desired.



**RGAs Conference Server**

**Name**

**Passcode**  

**Log in**

# Conference Admin Web GUI

Once logged in you are presented with a list of the Conferences. Since this is a new RGA only the default conference for "nuser" is there.

Go to Administration -> Service Settings. The screen shows the recommended settings for conference service settings. These service settings are used as the template for user rights when creating a New User Account in the RGA Conference Web GUI. The Conference Service setting descriptions are shown below.

## Conference Settings

- Check **Participants Wait for Moderator to Join** to indicate that a Moderator must join conferences before the other users can hear each other in a conference.
- Check **Play Wait-for-Conference Announcement** for the system to play "Please wait for the conference to begin" announcement before playing the Music-on-Hold.
- Check **Play About-to-Join Announcement** for the system to play "You are about to join the conference" announcement to each participant as they join conferences.
- Check **Disconnect Lone Participants** to indicate that if all participants leave the conference, a single remaining participant will be automatically disconnected.
- Check **Stop when Moderator Disconnects** if you want the system to end the conference when the Moderator hangs up.
- Suppose during a conference several people were invited using the 31# control sequence. If **Drop Dial-out Calls When All Dial-in Callers Disconnect** is checked then dial out calls to those individuals will automatically disconnect when all the dial in participants have disconnected.

## Basic Settings

Maximum access code retries

Default access code Length

- Send summary emails to moderators
- Restrict moderator port usage
- Schedule port usage

## Conferencing Settings

### Default Values

- Participants wait for moderator to join
- Play Wait-For-Conference announcement
- Play About-To-Join announcement
- Disconnect lone participants
- Stop conference when moderator disconnects
- Drop dial-out calls when all dial-in callers disconnect

### Global Settings

- Allow progressive call-out

### Scheduling Settings

Lobby time (minutes)

- Play warning 5 minutes before end of scheduled time

Reserve ports for unscheduled conferences

Scheduled port over-subscription percentage

# Conference Admin Web GUI

Go to Administration -> System Settings.

The System Identification section of the page is where you set the System Name. This name is used when an invitation is sent to participants and it is recommended it be changed from default.

If desired you can also upload a new Welcome prompt in WAV file format. The Welcome prompt is the first prompt callers hear when they reach the conference system so it should always let callers know how to log into a conference.

## System Identification

System name   
Upload new logo  No file selected.  Clear logo  
Upload new welcome prompt  No file selected.

**NEC** Empowered by Innovation

You can change the log in page logo from the default shown to the right or clear to set back to default.

The Resource Constraints section of the page is where the admin GUI automatic log out time and the time period to keep conference call history is set.

## Resource Constraints

Keep history data for (days)   
Web session expiration time  or  minutes

# RGA Conference Admin GUI

Go to Resources -> Accounts so we can create a new user. Click on the "Add" icon.

Since the admin login was used all conferences will be shown. If a specific user login was used only the conferences for that user would be shown.

Note you cannot assign Administration rights to a user. Only the default "admin" login has Administration rights. All other users only have basic user rights.

NEC admin

Account Profile Resources Services Real View Reports

Add

Accounts  
Address Book  
Users  
Audio Files  
Schedules

No.	Account	S
1	nuser	C

NEC admin RGA Conference Server

Account Profile Resources Services Real View Reports Administration Additions Help

Add Accounts

No.	Login	Owner Name
1	nuser	<a href="#">nuser nuser</a>

# RGAC Conference Admin GUI

## Personal Info

Under Personal Info enter basic user information such as username and password and contact information.

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

Login	<input type="text" value="jsmith"/>
New Password	<input type="password" value="••••••••"/>
Confirm New Password	<input type="password" value="••••••••"/>
First Name	<input type="text" value="John"/>
Middle Name	<input type="text"/>
Last Name	<input type="text" value="Smith"/>
Nickname	<input type="text"/>
Primary Phone	<input type="text" value="214-555-1212"/>
Alternate Phone 1	<input type="text"/>
Alternate Phone 2	<input type="text"/>
Alternate Phone 3	<input type="text"/>
Primary Email	<input type="text" value="jsmith@nowhere.com"/>
Secondary Email	<input type="text"/>
SMS Address	<input type="text"/>
Pager Address	<input type="text"/>
Page Size	<input type="text" value="15"/> [0 means unlimited]
Language	<input type="text" value="en-US"/> ▼
Time zone	<input type="text" value="(GMT-06:00) Central Time (US &amp; Canada)"/> ▼

# RGAC Conference Admin GUI

Continuing with the new user creation.

Notice that there is an area to set up email integration. Unlike the PVA Conference the email settings are not used to send conference invitations. A feature called iCal is used to send invitations and will be covered later.

The email settings are only used if conference summary reports and/or recordings are going to be emailed to the user.

For most users you will not use these settings at all.

## Email Settings

Note: Summary reports are disabled by the system administrator.

### Email Provider Settings

Server

Port

User Name

Password

Authentication

Plain

Login

Cram-MD5

Test

# RGAC Conference Admin GUI

Continuing with the new user creation.

Notice that the Service Privileges and Defaults that were set under Application Settings -> Conference Bridge-> Roles Privileges and Application Settings -> Conference Bridge-> Service Settings were used when this user was created.

Since there are the settings we want the defaults will be kept. If needed these settings can be changed on a per user basis later.

After all the user information has been entered click on the "Submit" icon to save the changes and create the user.

These rights are used as a template for every conference this user creates.

Submit

## Service Privileges

- Audio Conferencing (view)
- Audio Conferencing (add/delete)
- Conference Recording
- Conference Dialout
- 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

# RGAs Conference Admin GUI

Note the screen shot had to be split to get all of it on this page.

Log out and log back in as jsmith. Note you are presented with a conference for jsmith. When a user is created a conference is created for them. The user can add other conferences but they will have at least one at default. They can use or change this conference as needed. All conferences created by a user will be displayed on this page.

Notice this is an "On-Demand" conference, this is a conference specific to that user but has no set scheduled time. When a conference is created the user has the choice to schedule it or just leave as on demand.

The iCal icon is how a conference invitation is created. A user logs in and from the conference page clicks on the iCal for the conference they want to send an invitation for. The RGA will send a Microsoft Outlook invitation file, the user will choose to open the file and it will open a meeting invitation in Outlook, more on this later.

For each conference a unique Moderator and Participant PIN are created, these can be changed if needed. There is also a search function that can be used if the user has many pages of conferences and wants to find an existing conference by date.

**Conferences**

**Add** **Find**   On Date

No.	Subject	iCal	Comments
1	<a href="#">Conference for jsmith</a>	<b>iCal</b>	ON-DEMAND

**Delete**

	Moderator	Participant	Select
	36309	01441	<input type="checkbox"/>

# Edit Conference Options

The user conference screen will be covered over the next several pages.

Click on the hyper link "conference for jsmith".

The PIN numbers are shown under "Access Codes" and can be changed as needed but they must be unique PIN numbers within the system for each conference.

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## Access Codes

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**Moderator**

36309

**Participant**

01441

Reset

# Audio Messages and Music Options

## Audio Messages and Music Options

The Greeting is a file that can be played when a participant dials the PIN for a conference, this is played prior to them joining the conference. A custom WAV file is uploaded to the RGA and can be shared between multiple conferences. There is no canned system greeting for this prompt.

The Join Message at default is the canned “you are about to join the conference” greeting. If enabled this is played prior to a participant joining the conference. A custom file can be uploaded to the RGA and can be shared between multiple conferences.

The Hold Music is used if a conference is set to “wait for moderator to join”. Participants will hear this until the moderator joins the conference. There is a canned WAV file for this but a custom file can be uploaded to the RGA and can be shared between multiple conferences.

## Audio Messages and Music

Greeting 

none ▼

Join Message 

\*About To Join\* ▼

Hold Music 

\*System Music\* ▼

# Audio Options

## Audio Options

The entry tone beep is played to all participants when some one joins the conference, the Exit tone is played when a participant leaves the conference. There are several tones to choose from.

If enabled Play Entry Name, will prompt each Attendee to record their name before entering the conference. Then when a participant joins the conference their name will be announced.

You can choose have participants join Un-muted, Moderator muted (only the moderator can un-mute them) or Self-muted where the user can un-mute themselves.

If using the lecture mode where conference participants are muted users can dial a code to “raise there hand”. If using these options you should check the box for “Play tone when attendee raises hand.”

## Audio Options

Entry tone   Exit tone  

Play entry name as

Participants enter  Unmuted  Moderator-muted  Self-muted

Play tone when attendee raises hand

Entry/exit sound limits (minutes) Entry

Exit   
5  
10  
15  
30  
60

Play entry name at exit

Play Wait-For-Conference announcement

The conference can be set so the entry and exit sounds are muted after a certain amount of time. The options are Never, 5, 10, 15, 30 and 60 minutes.

If the wait for moderator option is enabled the conference can be set to play the Wait-for-Conference announcement. The message is played in addition to the hold music.

# Security Options

## Security Options

If the “Wait for moderator to join” option is enabled the conference will not start unless the moderator joins. Unless this feature is needed the recommended setting for this option is disabled.

If the “Stop conference when moderator disconnects” is enabled the conference is ended and all participants are dropped when the moderator exits.

If the “Disconnect lone participants” option is enabled the last person left in a conference is dropped and the conference is ended. This options does not apply to a moderator logged into a conference but does apply whenever one participant is left in a conference.

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### Security Options

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Wait for moderator to join

Stop conference when moderator disconnects

Disconnect lone participants

# Callout Options

## Callout Options

Select "Progressive dial-out calls have moderator privilege" if Attendees added to the conference using 32# are to be added as Moderators. If not selected they are added as Participants. Refer to system documentation for a complete list of dialing options.

Check the 'Drop dial-out calls when call-in attendees depart' to disconnect any progressive dial out calls when the dial in Participants hang up.

Check the Suppress tones for dial-out calls box to mute the tones when calling additional participants. If using dial out options it is recommended that this option be enabled.

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### Callout Options

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- Progressive dial-out calls have moderator privilege
- Suppress tones for dialout calls

- Drop dial-out calls when call-in attendees depart

# Scheduling

## Scheduling

When a conference is first created it is not set to use scheduling and is an On-Demand conference. To enable scheduling for a conference click on the “Scheduling” tab. Then check the “Enable Scheduling” box, the options to schedule a conference will be enabled.

The first setting to make is the number of ports to reserve for a conference. The ports on the RGA blade are a shared resource, if all conferences were set to on-demand then they are available on a first come first served basis. When scheduling a conference the number of ports to reserve will reserve those ports for the scheduled time. An on-demand conference would not be able to use those ports during the scheduled time. Also when another conference is scheduled the available ports are checked and if none are available the user is notified.

**Basic Settings** | **Scheduling**

**Enable Scheduling**

Number of ports to reserve

# Scheduling

## Scheduling Continued

Check the box for 'Call-in?' to enable Dial Access Codes for the conference.

Check the box for 'No call-in?' to disable Dial Access Codes for the conference.

The "Timezone" field is used to set the time zone of the conference, this feature is meant to minimize errors when scheduling conferences where the attendees are in different time zones.

### Quick Schedule

Call-in?  No call-in? Timezone  ▼

# Scheduling

## Scheduling Continued

There are several options for Reoccurrence of a conference. The other fields will be shown in the following slides:

- Once: The conference occurs once on the date set and cannot be used again unless changed.
- WeekDay: The conference can be set to occur every week on a specific day or days. Simply click on the days of the week to select. In the example below Monday and Thursday are selected.
- Date: the conference is repeated once a year on the date selected.
- Monthday: The conference is set to repeat once a month based on the option selected. In the example below the conference takes place on the 3<sup>rd</sup> Monday of every month starting in June. You will also have to set a date range for this option, shown later.

Recurrence
<input type="button" value="Once"/> <input type="button" value="WeekDay"/> <input type="button" value="Date"/> <input type="button" value="Monthday"/>

Recurrence
WeekDay <input type="button" value="Su"/> <input checked="" type="button" value="Mo"/> <input type="button" value="Tu"/> <input type="button" value="We"/> <input checked="" type="button" value="Th"/> <input type="button" value="Fr"/> <input type="button" value="Sa"/>

Recurrence
Monthday <input type="button" value="3rd"/> of <input type="button" value="Mo"/> of <input type="button" value="Jun"/>

Recurrence
Date <input type="button" value="Jun"/> <input type="button" value="1"/>

# Scheduling

## Scheduling Continued

### Begin Date and End Date:

Use both of these fields to set the date range for week day and month day conferences. If the “Date” option is used these fields are not used.

### Duration:

This field can be set to “All Day” or “Specific”. If set to specific you would also set the time period for the conference.

Begin Date	End Date
<input type="text" value="03-24-2014"/> 	<input type="text" value="03-24-2014"/> 

Duration
<input type="text" value="Specific"/> <input type="text" value="4"/> <input type="text" value="00"/> <input type="text" value="PM"/> thru <input type="text" value="5"/> <input type="text" value="00"/> <input type="text" value="PM"/>

Once all the conference options have been set click on “Submit” to save the conference. If there is a port scheduling conflict an error message will be shown.

# iCalendar (iCal)

## Email

The RGA Conference does not use SMTP relay to email invitations to participants. The iCal feature is used to send an iCalendar file (.ics) which will launch a Meeting Invitation for the client PC's default email client. The email client is then used to add participant email addresses and to send the meeting invitation just as you would send any meeting invitation. The only requirement is that the client PC is using an iCalendar compliant email client.

The following examples show this for Outlook 2010. When a user logs in they are presented with a list of their conferences. Each conference will have an iCal icon. Clicking on the iCal icon will cause the .ics file to be downloaded to their PC and the user is prompted to either open or save this file locally on their PC.

Note the number of ports (8) was set on the scheduling page and the number of participants should be limited to that number.

No.	Subject	iCal	Comments
1	<a href="#">Conference for jsmith</a>		Call-in: Scheduled for Mon, 21 Apr 2014 11:00:00 -0500 (CDT) Recurring, Ports=8

Clicking on this icon will cause the .ics file to be downloaded to the client PC.

Click Open to launch meeting invitation



# iCalendar (iCal)

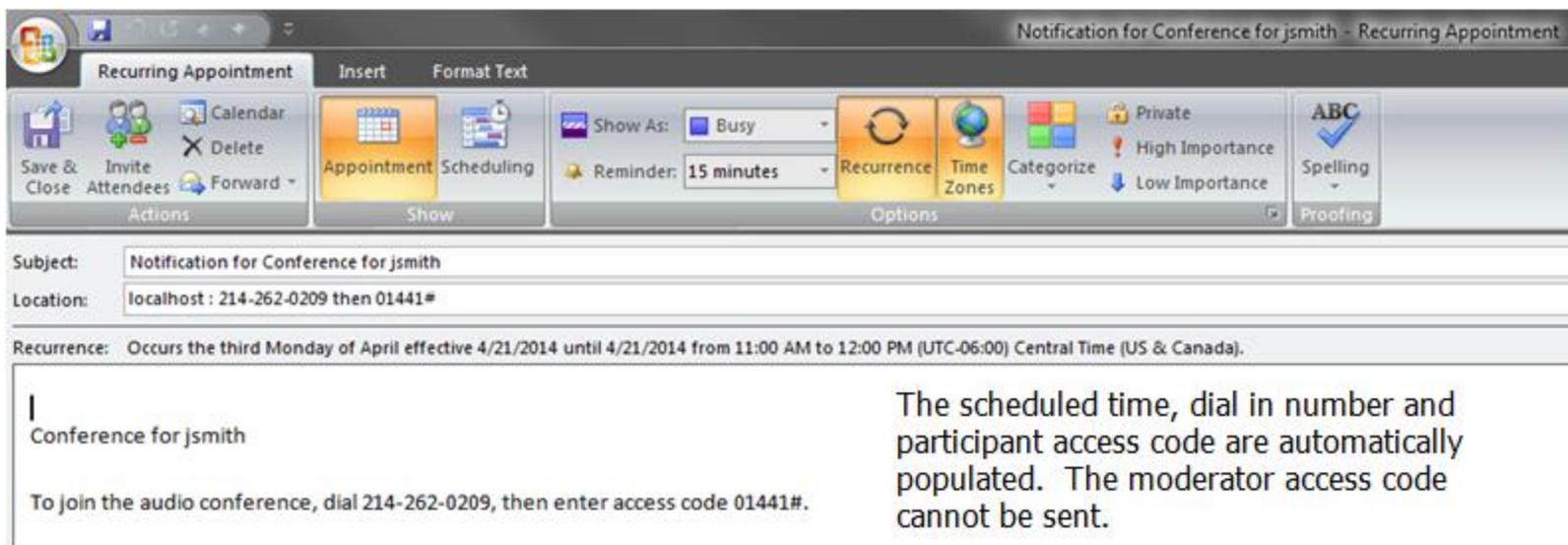
## Email

The following examples show this for Outlook 2010. Note you cannot change conference parameters from the email client. You must log into the conference bridge, make any desired changes and click on the iCal icon again.

When the meeting invitation is opened the scheduled date and time, dial in number and participant access code are all automatically populated. The end user can click on scheduling and add the desired participants, since 8 ports were reserved when scheduling the conference you should limit the number of participants to 8.

Note adding recipients here does not affect the number of reserved ports on the conference bridge. Also changing the date and time from the email client does not change the conference bridge.

Once the recipients have been added you would send the invitation like any other meeting invitation.



The screenshot shows the Outlook 2010 interface for a meeting invitation titled "Notification for Conference for jsmith - Recurring Appointment". The ribbon includes "Recurring Appointment", "Insert", and "Format Text". The "Appointment" group contains "Save & Close", "Invite Attendees", and "Forward". The "Show" group contains "Appointment" and "Scheduling". The "Options" group includes "Show As: Busy", "Reminder: 15 minutes", "Recurrence", "Time Zones", "Categorize", "Private", "High Importance", "Low Importance", "Spelling", and "Proofing". The invitation details are as follows:

Subject: Notification for Conference for jsmith  
Location: localhost : 214-262-0209 then 01441#  
Recurrence: Occurs the third Monday of April effective 4/21/2014 until 4/21/2014 from 11:00 AM to 12:00 PM (UTC-06:00) Central Time (US & Canada).

Conference for jsmith

To join the audio conference, dial 214-262-0209, then enter access code 01441#.

The scheduled time, dial in number and participant access code are automatically populated. The moderator access code cannot be sent.

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End