Universal Service Node

User Guide

Release 7.0

Audio Conferencing Application User Guide

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N O T I C E

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1 USN INTRODUCTION

The Universal Services Node (USN) supports Audio and Web Conferencing applications. This User Guide explains the use of the following audio capabilities:

1. Reservation-less Meet Me conference
2. Reservation based Meet Me conference
3. Dialled Number based conference
4. Dial-out from conference
5. Recurring conference
6. Firebar/Call-out Conferencing
7. 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.

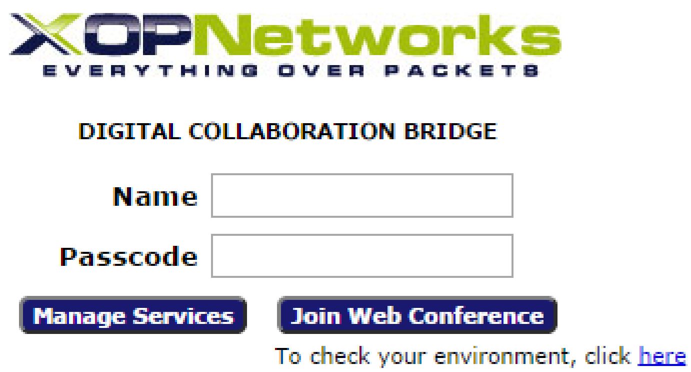
1. Audio Conferencing Features

The features of the audio conference services include:

1. Web portal and phone based in-conference controls
2. Sending of Conference Invitations via Microsoft Outlook iCalendar
3. Dynamic Port allocation per conference for audio participants
4. Loudest Talker display on web portal
5. Conference specific entry tones
6. Attendee Recorded Names as Entry / Exit notification
7. Conference recording and replay
8. Participant transfer between conferences
9. Conference selectable exit tones
10. Merging of conferences via web portal
11. Detailed call logs via web portal
12. End of session summary usage report
13. Class room mode
14. Analyst mode

2 USN 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 in your browser's URL (Universal Resource Locator) field. The system should display the Log in page as shown below.



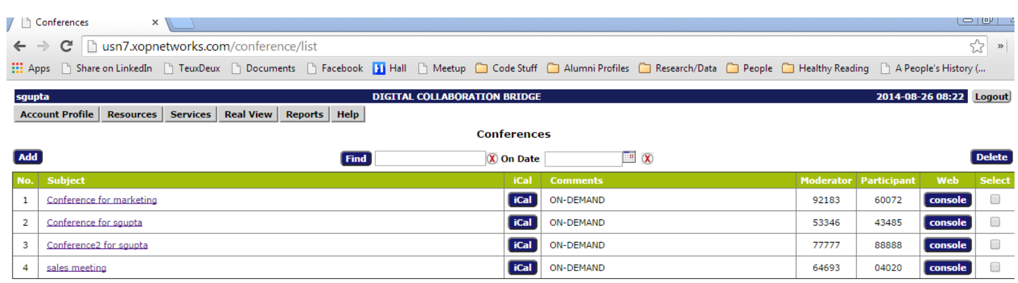
To login to the User web portal

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.

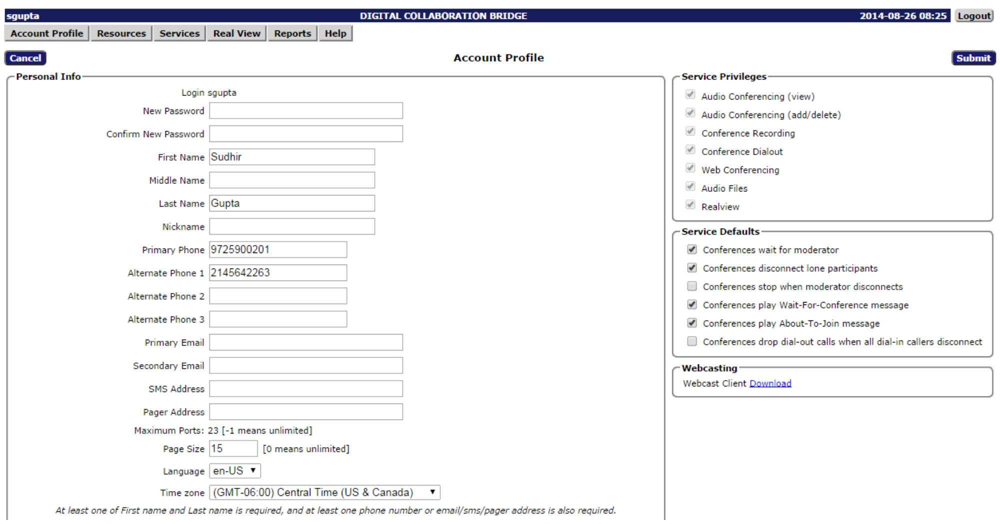


Following sections explain the different tabs and associated drop down menus.

2.2 Account Profile

This 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.

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



2.3 Resources Menu

This Menu shows Users, Audio Files and Schedules associated with your moderator account.

2.3.1 Users

Click on this 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.

2.3.2 Audio Files

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

2.3.3 Schedules

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

2.4 Services Menu

This menu shows the services associated with your Moderator account.

2.4.1 Conferences

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

2.5 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 attendees in your conference(s). For more information, refer to Chapter 6.

2.6 Reports Menu

The Reports Menu shows Service Reports and Usage Reports for your conferences. For a complete description, please see Chapter 7.

2.6.1 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.

2.6.2 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 Help

The Help tab provides context sensitive help.

3 CREATING USERS

This chapter explains how to set up your users. Creating users is useful if you want to view conference attendees 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.

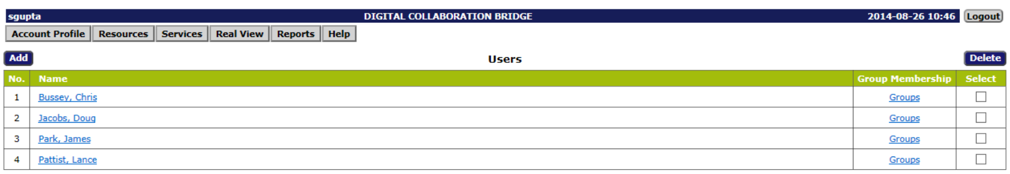
3.1 Working with Users

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:

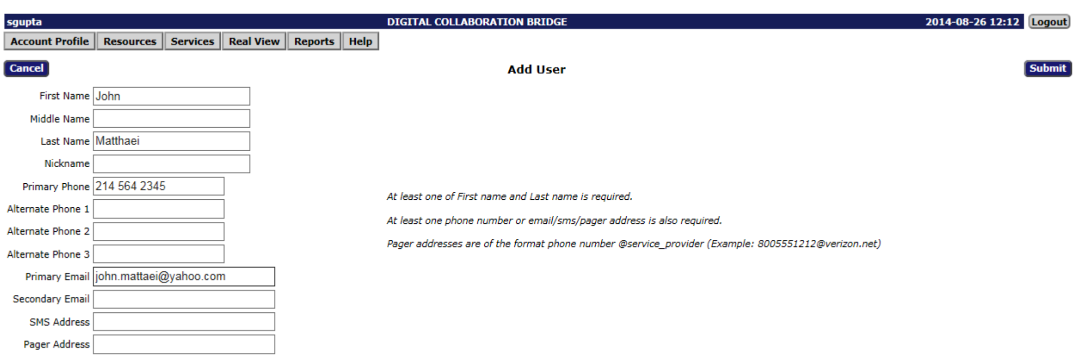
- A system-generated number for the user
- The name of the user, with a link to edit the user's personal information
- A check box to delete the user

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



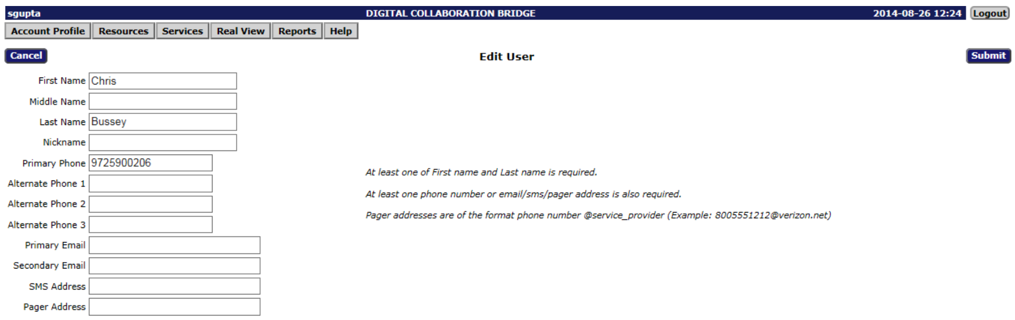
3.2 Add a User

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. Note: 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.



3.3 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.



3.4 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.

4 CREATING CONFERENCES

You can create one or more conference "rooms" 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 chapter explains how to set up conference rooms.

4.1 Available Conference Types

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

4.2 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 attendees 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

4.3 Scheduled

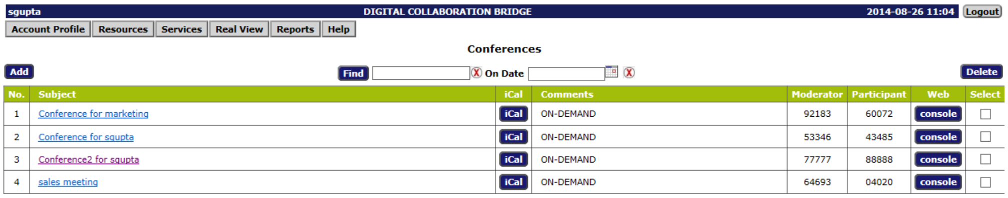
The system's conference ports used by these conferences must be requested in advance. These ports will be held for the conference for the requested duration. The access codes are valid only during the scheduled duration. The conference cannot exceed the number of ports reserved. At the end of the scheduled 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.

4.4 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 Attendees defined. The Access Codes are valid only for the scheduled duration. The conference shows on the Conferences page as scheduled.

4.5 Managing Conferences

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



The system displays the following information related to the conferences:

1. A system-generated number for the conference
2. The conference name with a link to edit the conference details
3. A link to invite conference participants via iCal using Microsoft Outlook or other calendar application
4. Conference details – On-demand or scheduled with scheduling information, including ports allocated and recurrence information
5. The Moderator Access Code, which allows an external party to join the conference as a moderator
6. The Participant Code, which allows an external party to join the conference as a conference participant
7. 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.

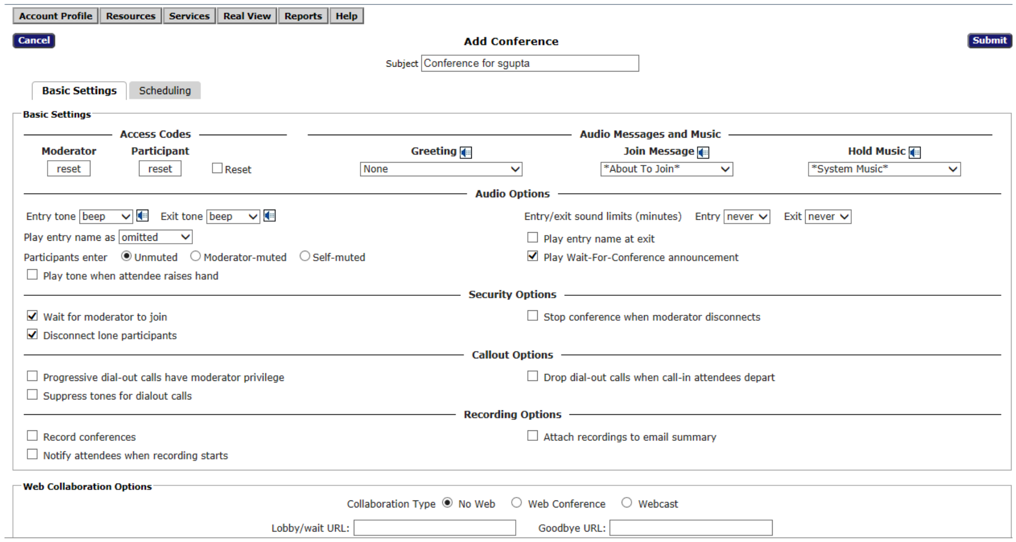
To invite Attendees click on iCal to open a Microsoft Outlook appointment window with the conference details already populated. The Outlook appointment will be emailed to selected invitees.

Note: It is not necessary to schedule a conference in order to invite using Outlook. On most PC's 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.

4.6 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 one time or set up as 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.



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.

4.7 Basic Settings

4.7.1 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.

4.7.2 Audio Messages and Music

Each conference room can have Customized .wav files associated with it. The 'Greeting' is played after an Attendee enters an Access Code. The Join Message is played as the Attendee is placed into a conference. The Hold Music is played to the attendees until the Moderator joins the conference. Customization of the Audio files is discussed in Chapter 8.

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.)

4.7.3 Audio Options

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

4.7.3.1 Entry and Exit Tones

Select an **Entry Tone**. This tone is heard by Attendees 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 Attendees 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.

4.7.3.2 Announce Attendee Name

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

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

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

Recorded - After the greeting has been played**,** the Attendees will be prompted to record their name when joining the conference. Each attendee will hear the recorded names of the other Attendees 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 Attendee exits the conference.

Someone - The Attendees 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.

4.7.3.3 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.

4.7.3.4 Hand Raising Control

Attendees 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 attendee raises hand** control.

4.7.4 Security Options

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

4.7.4.1 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, Attendees will join the conference as soon as they enter the Participant Access Code.

4.7.4.2 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.

4.7.4.3 Stop conference when moderator disconnects

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

WARNING! 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.

4.7.5 Callout Options

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

- Check the **Progressive dial-out calls have Moderator privilege** box to give moderator privileges to any Attendee 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 attendees 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.

4.7.6 Recording Options

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

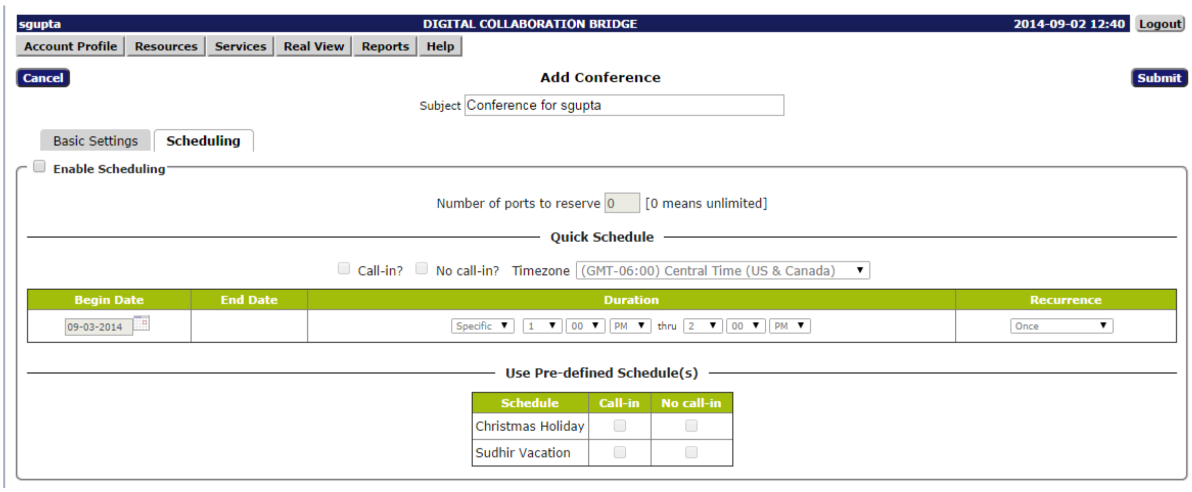
- Check the **Record conferences** box to have recording start at the beginning of the conference automatically.
- Check the **Attach recordings to email summary** box to include the recording of the conferences, if made in this conference room, to be sent as an attachment to the email summary report generated at the end of the conference.

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.

4.8 Scheduled Conference

Note: 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.



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**

4.8.1 Quick Schedule

Enter the maximum number of ports to reserve for the scheduled conference in **Maximum ports** field. Note that 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 is 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 is 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 is used if the conference recurs on the Nth Weekday of each month, e.g. the 1st Tuesday.

4.8.2 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.

4.9 Inviting Users to Your Conference

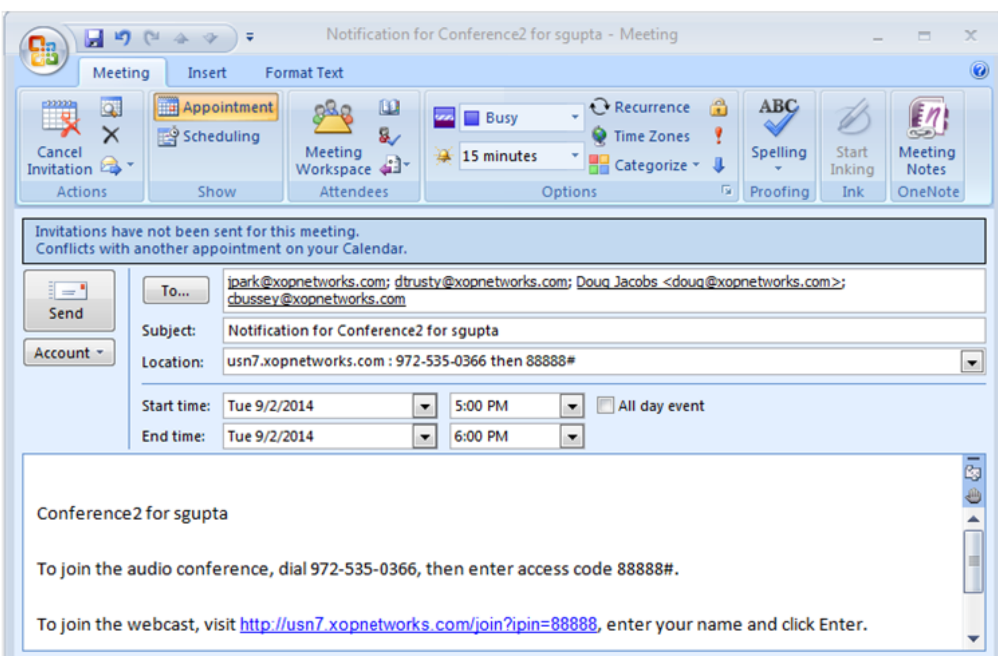
The Audio and Web Conferencing Applications makes use of Microsoft's Outlook Calendaring application (or other iCal enabled application) for sending conference invitations.

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.



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 Attendees 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.

Note: These steps are explained assuming the use of Microsoft Outlook. Other iCal applications will have similar, though slightly different, steps.

4.10 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.

5 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.

5.1 Join a Conference

You will need the phone number for the main conference bridge. Please contact your system administrator for providing you 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.

5.2 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.

5.3 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.

5.4 In Conference DTMF Controls

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

5.4.1 Mute and Unmute

There are two forms of muting available. The first is Self Muted, which can be activated by the participant or moderator, but can only be deactivated by the participant with 22#. This gives individual participants the ability to mute themselves or the moderator to mute participants in such a way the participants can deactivate the mute at will. This is useful if the moderator does not have access to Realview to see which line is the source of noise and mute it individually. As participants remove the mute, the offending line will be easily identified.

1. Press 11# on the phone keypad to mute yourself.

2. 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.

The second form of muting is Moderator Muted. It can only be activated or deactivated by the moderator. This is used for presentations and other conferences that are a presentation, lecture, training, etc. At the appropriate time(s) the moderator can remove the muting and open the floor to questions. A more refined version of this is to instruct participants on the use of hand raising; then the moderator can unmute only those that have raised their hand.

1. Press 43# on the phone keypad to moderator-mute all participants.

2. Press 44# on the phone keypad to moderator-unmute all participants.

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

5.4.1.1.1 Classroom Mode

Classroom mode allows participants to enter a conference automatically self- muted. Participants can raise their hands, which plays a tone to let the Moderator know there is a comment or question. Participants can also unmute themselves to barge in. The Moderator can unmute all with raised hands.

To use classroom mode as a Moderator, do the following:

- Press 16# on the phone keypad to mute all attendees.

- 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 16# again to re-mute all attendees. 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, do the following:

- 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.

- 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.

5.4.1.1.2 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, do the following:

- 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 attendees. Hands are automatically lowered.

To use analyst mode as a participant, do the following:

- 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.

5.4.2 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, then 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.

5.4.3 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 (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.

Press 45# on your phone keypad to lock the conference.

Press 46# on your phone keypad to unlock the conference.

5.4.4 Using Sub-Conference Rooms

If the "allow sub-conferences" is enabled for the conference, then the conference will support up to 9 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 attendee may directly transfer from one sub-conference room to another, without needing to re-enter the main room. For example, this command sequence is allowed:
351# (go to sub-conference room 1)
357# (go to directly to sub-conference room 7)

It is allowed for all attendees to leave the main room and enter sub-conference rooms.

5.4.5 Voting

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

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

5.4.6 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.

5.4.7 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, will receive an email with an end of conference summary report when your conference is over, as shown below.

Below find the summary report for a conference that occurred under your account.

Conference Report

Subject: XOP Marketing Room .
Started At: 2013-07-18 08:49:19 CDT.
Completed At: 2013-07-18 09:19:47 CDT.
Total Service Time: 90 min.
Number of Participants: 3.

For more details, please see the 'Reports' panel in your Moderator account.

Thank you.

Admin

5.5 Moderator DTMF Controls

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

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 re-join conference
41#	Start recording
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 (up to eight)
56#	End a round of voting
61#	Unmute all with raised hands
62#	Disable hand raise notifications
* 0 #	Disconnect conference

5.6 Participant DTMF Controls

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

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 attendee back to main room.
55#	Enter voting mode. You can then enter vote digits, followed by #.

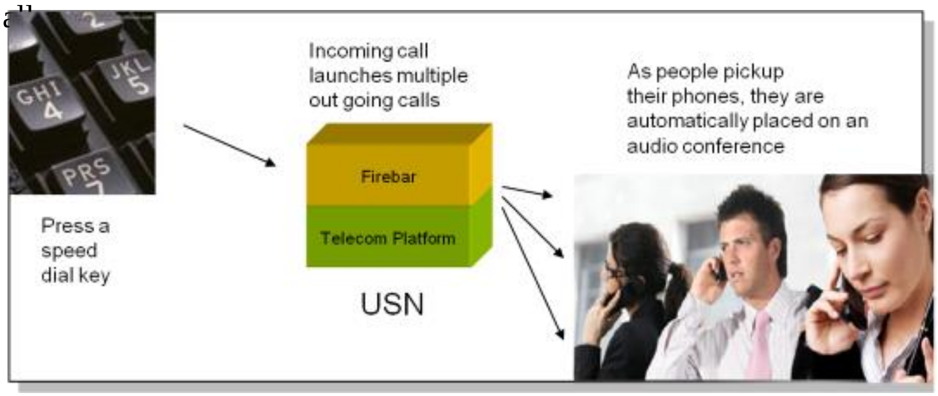
6 FIREBAR/CALL-OUT CONFERENCING

This chapter describes the Firebar or Call-out Conference capability. This capability allows the conference bridge to dial out to different members of a group and upon off-hook places them into a conference.

The Firebar conference can be triggered by a) incoming phone call, or b) click on the conference dial-out web portal, or c) incoming SMS message (required SMS 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.

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



- 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.

6.1 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 USN 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.

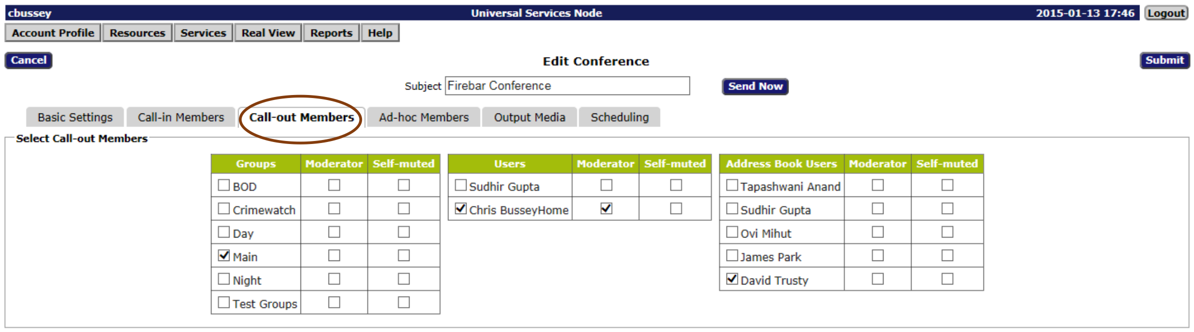
2. Manually enter each Call-out member into the private Moderator's Account User list.

3. Chose the Callout member from the system Address Book that is available to all account holders.

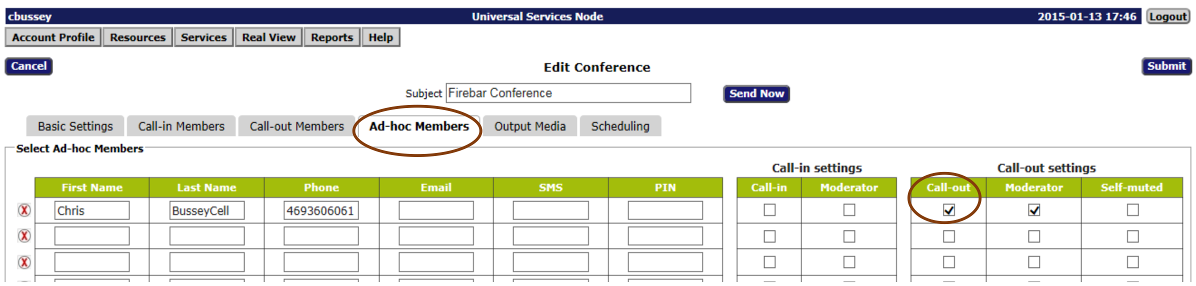
4. Enter Call-out contact details to an "Ad-hoc" list and then select from that list.

5. Use the import command to automate the updating of groups by invoking the file upload (same process as #1 above) from a CLI.

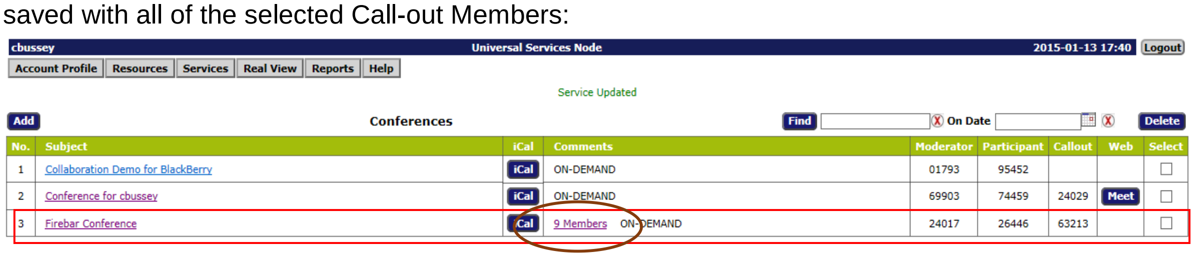
The following screen shot illustrates the three methods which are available under the Conferencing tab "Call-out Members"



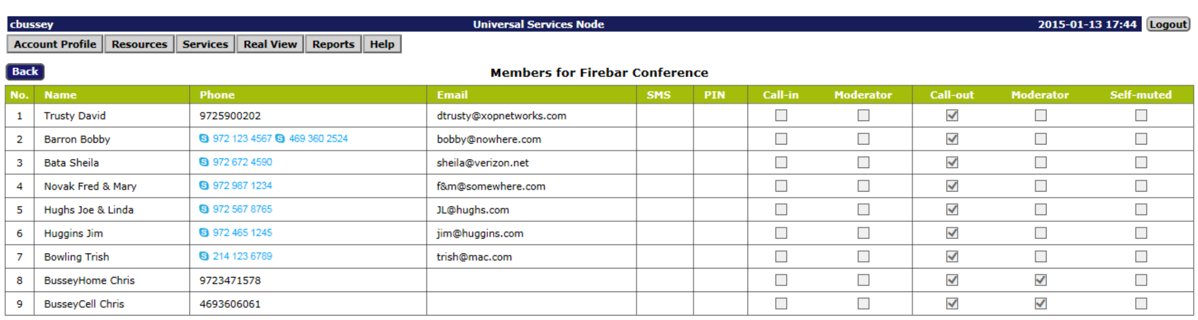
The fourth method of selecting a Call-out member is via the Ad-hoc tab, when an individual casual user can be added to the Call-out list:



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:



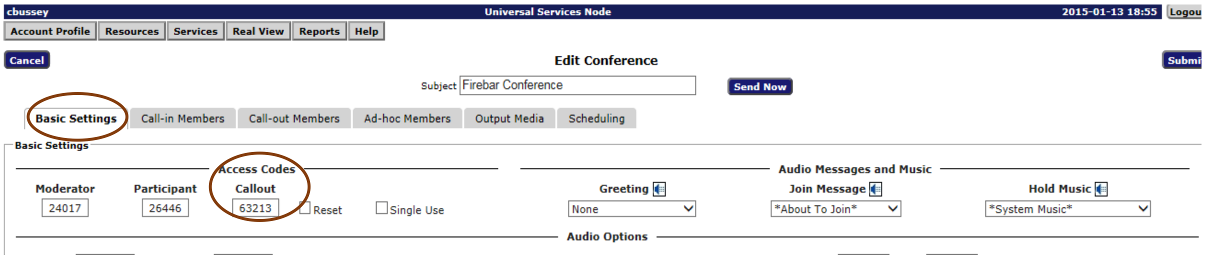
In order to check that you have the correct list of Call-out Members click the "Members" link and the associated list will be displayed as shown in the following example. with each member selected as "Call-out":



6.2 Triggering a call to Call-out Members

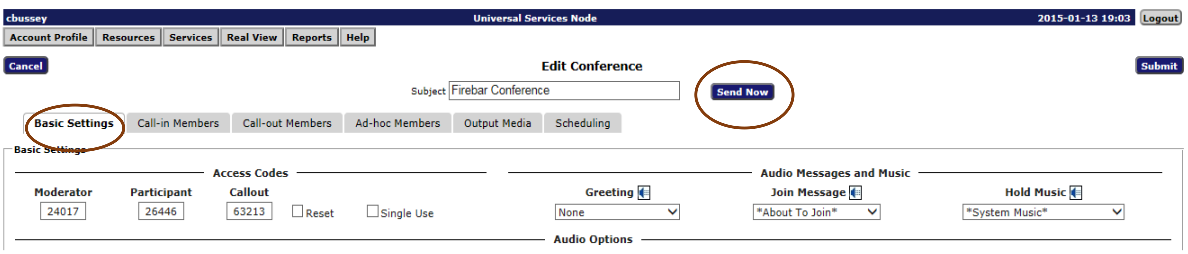
There are five (5) methods to trigger a call-out/Firebar Conference, namely:

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

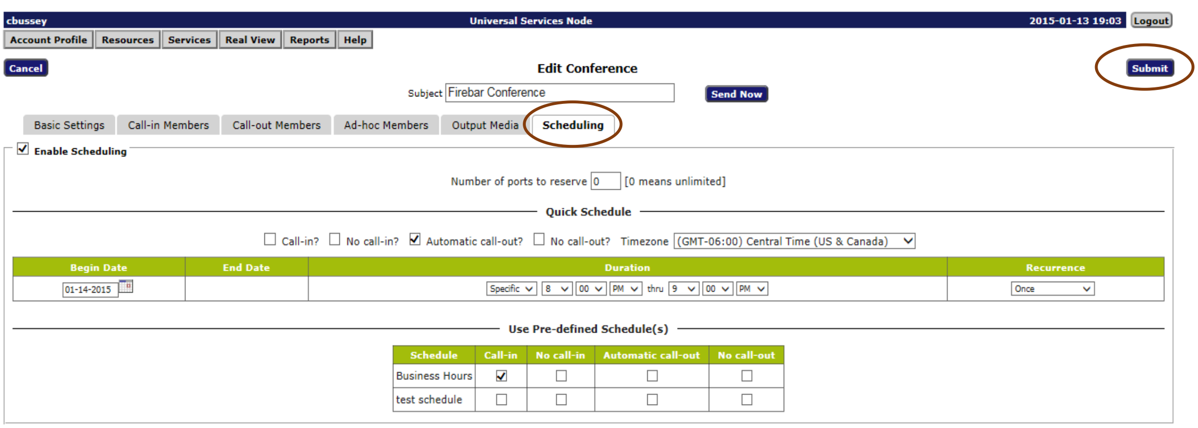


2. Ask System Administrator to set up a service selection rule to trigger the Call-out conference. The service selection rules allow certain functions to execute based on a match with the dialled number, source number or both. See the Admin guide for more details. Using the service selection rule one can trigger a dial-out conference either based on dialled number, source number or both.

3. Trigger the Call-out from the conference set-up portal, press "Send Now" button:



4. Set the Call-out to trigger at a predetermined day/time/reoccurrence via the Scheduling tab of the Conference set-up, and then press "Submit":



5. Trigger the Call-out from an incoming SMS message. This method requires that the USN is connected to a SMS Gateway Provider (optional add-on capability). With this feature the a cell phone user simply sends a short message to the USN system, for example, if the cell phone sent a Message that reads "Marketing", the USN will turn around and call everybody, including the initiator, that has been defined as Call-out members of a group called Marketing (see SMS Package for more details):

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

6.3 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.

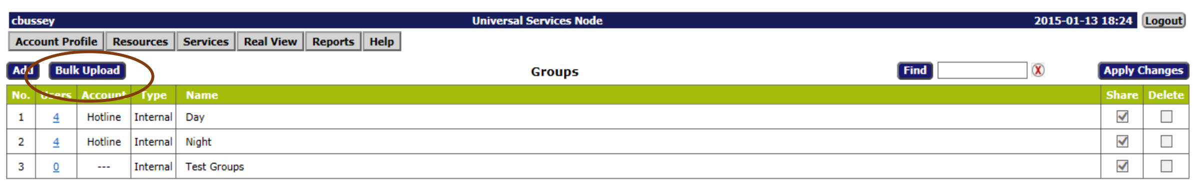
The following is an example of a multiple-group .CSV file that can be created in MS Excel:

Address	Group	Location	Dept	First Names	Middle Na	Last Name	Phone #	Alternate Phone	Alternate	Alternate	Email	Secondary	SMS Email	Pager email
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				thefalettis@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				billg@ms.com			

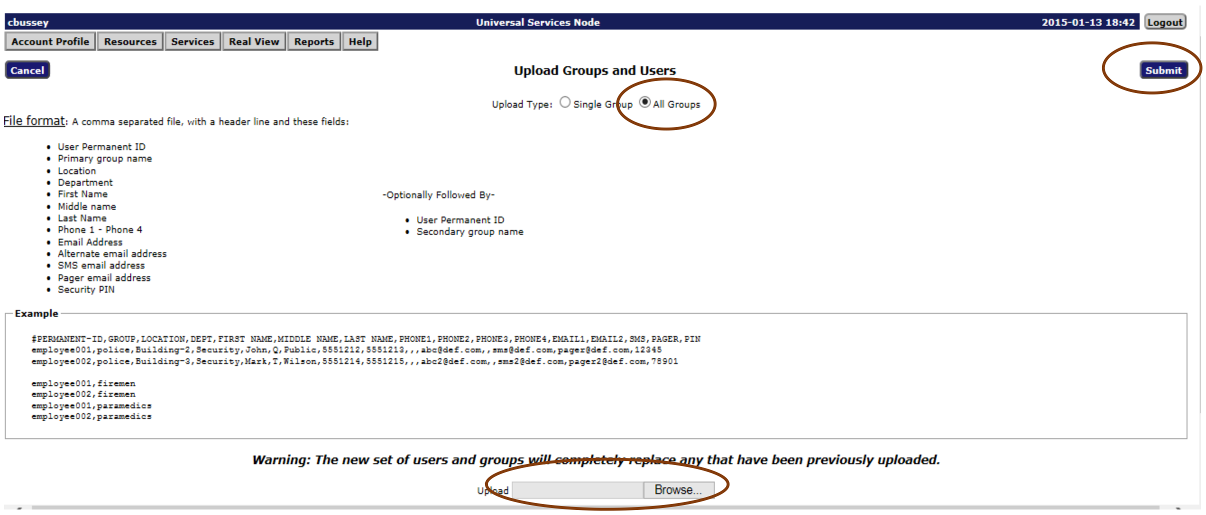
Note that column "A" must be a unique identifier, such as employee number or street address. Also there must be at least one phone number, or one email address for each contact record.

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

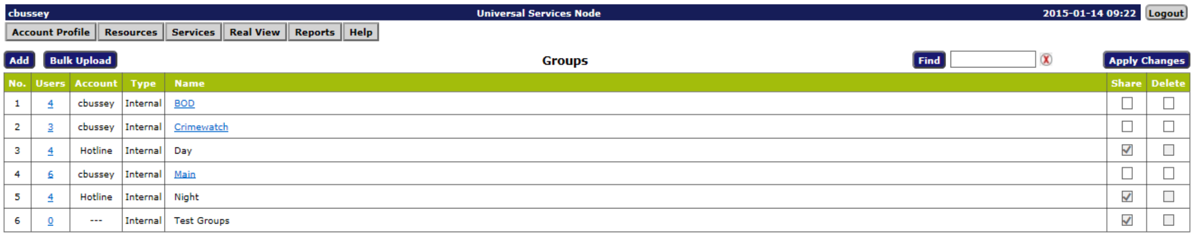
To upload the file to the USN System under your Moderator/User account, go to the tab "Resources", then "Groups", and lastly "Bulk Upload" and press the link:



Then the following screen will be visible:



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 select it, and browse your PC for the .CSV file that you have previously created, then press "Submit", and a screen similar to the following will be displayed.



No.	Users	Account	Type	Name	Share	Delete
1	4	cbussey	Internal	BOD	☐	☐
2	3	cbussey	Internal	Crimewatch	☐	☐
3	4	Hotline	Internal	Day	☑	☐
4	6	cbussey	Internal	Main	☐	☐
5	4	Hotline	Internal	Night	☑	☐
6	0	---	Internal	Test Groups	☑	☐

Note also, that from this screen you can delete unwanted groups, and/or share the new groups with other users of the USN system.

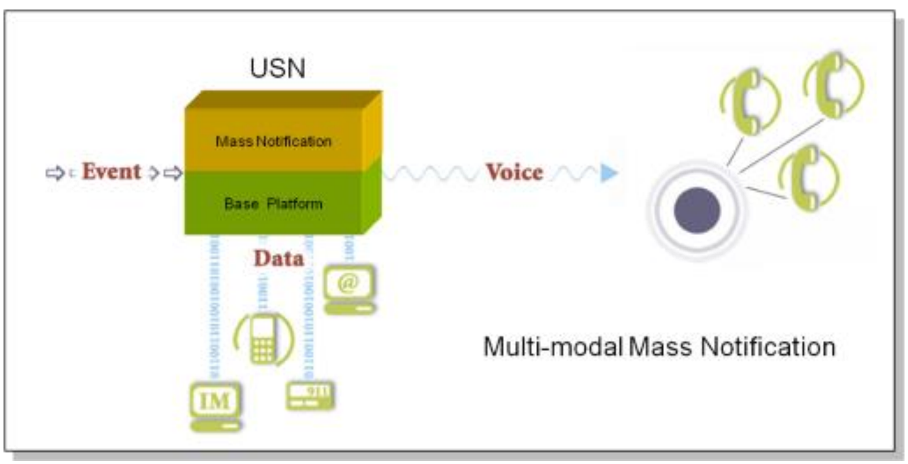
You have now set-up a number of Groups that may be used for the Call-out, or other USN applications, such as Mass Notification.

7 MASS NOTIFICATION

The USN system supports Mass Notification on an optional Package basis that may be added to the system.

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

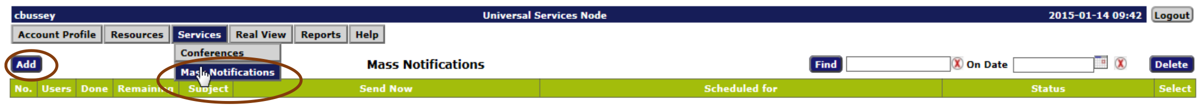
- Select communication medium to be used for message delivery (Voice only, Email only, Voice and SMS, etc.).
- Use built-in 'Find-you' capability to increase the probability of delivering a message.
- Send Caller-ID of your choice that can be used by cell phones to display associated 'caller name' (e.g., 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.).
- Provide summary and detailed reports on call completions (Busy, No Answer, Answering machine etc.).



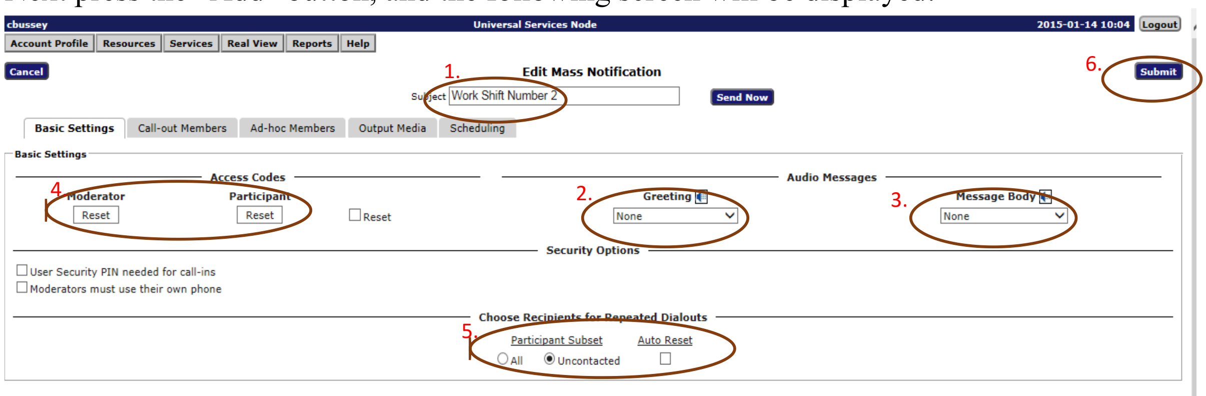
- Get rid of your outsourced messaging service billing.
- Add Mass Notification capability to your existing USN to improve its value proposition.
- Keep large number of people well informed about unfolding events.
- Use conferencing in conjunction with Group Alerting to pull people into quick conference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

7.1 Setting-up a Mass Notification Session

To set-up a Mass Notification session, select "Mass Notification" from the home menu, under "Services". Note that 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., etc..



Next press the "Add" button, and the following screen will be displayed:



Select the numbered settings as described following:

1. Give the session a title, e.g., Work Shift Number 2

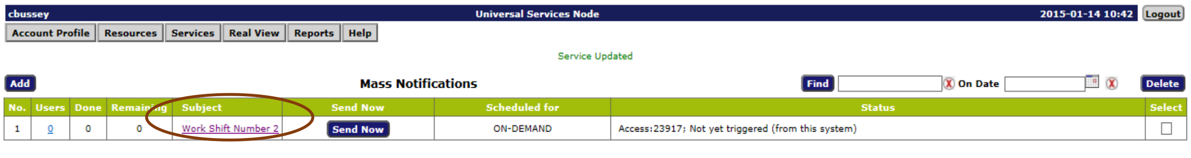
2. Select the Greeting Message from the drop-down menu. Note that the Greeting Message, is a short non-important introduction voice message, that is played to the called phone line, initially on off-hook/answer. It is required so as to give time for an Answering Machine to play its introduction message.

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. See section on 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 USN system.

5. Repeated dial-outs. 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 calls to those numbers unsuccessful on the first pass.

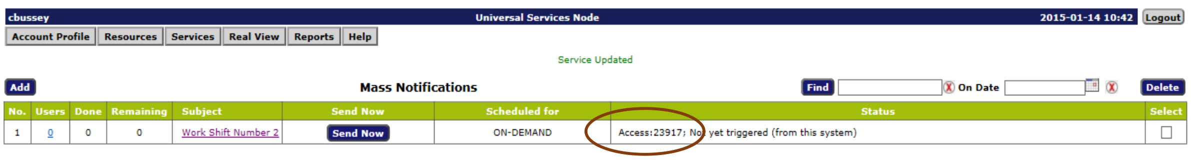
6. After making all of the appropriate selections, press the "Submit" button to save your changes for the session. If you wish to re-examine your settings simply click on the appropriate session in the summary to open up the session again:



7.2 Triggering a Mass Notification Call-out Session

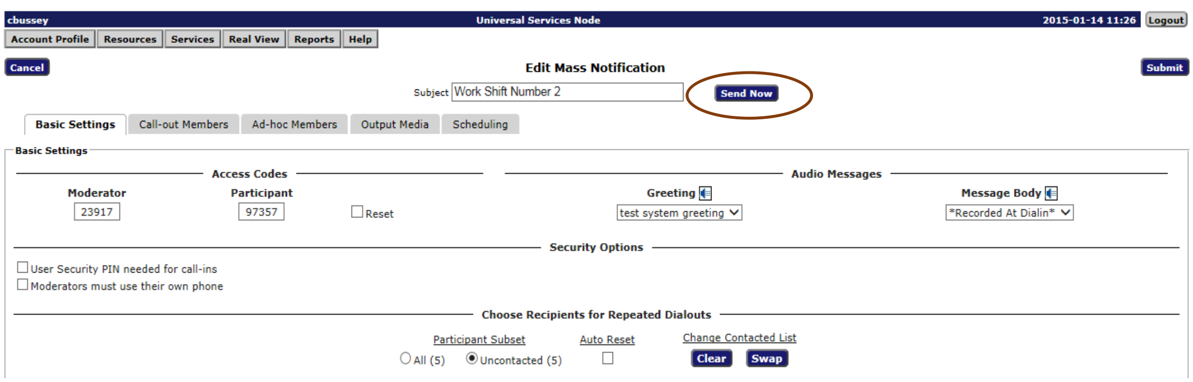
There are four (4) methods to trigger Mass Notification session, namely:

1. Dial-in to the USN 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:

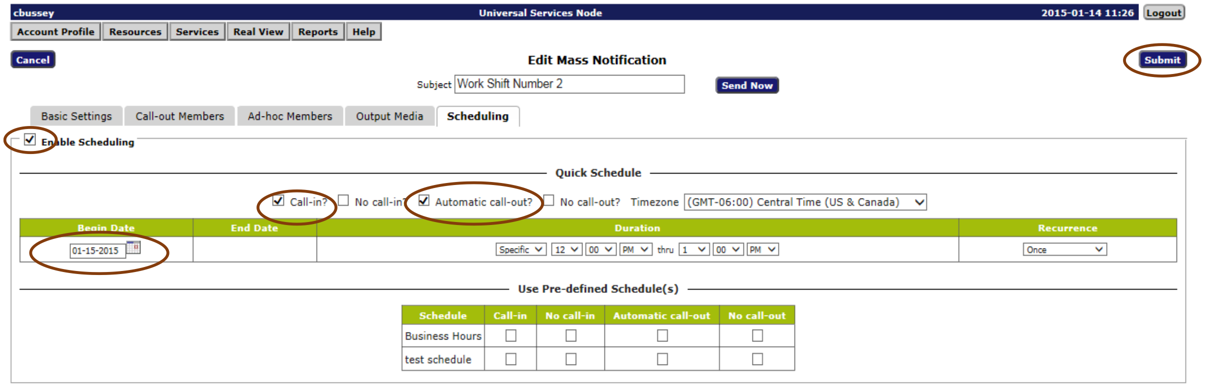


2. Set up (Admin Privilege - Service Selection rule) the calling number ID(s) for phones that are permitted to trigger the session. When that phone(s) calls in to the USN system, it will recognize the calling number and automatically trigger the session without a trigger Access Code. See Admin User Guide for more details of the Service Selection set-up.

3. Trigger the Call-out from the Mass Notification set-up portal, press "Send Now" button:



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



7.3 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:

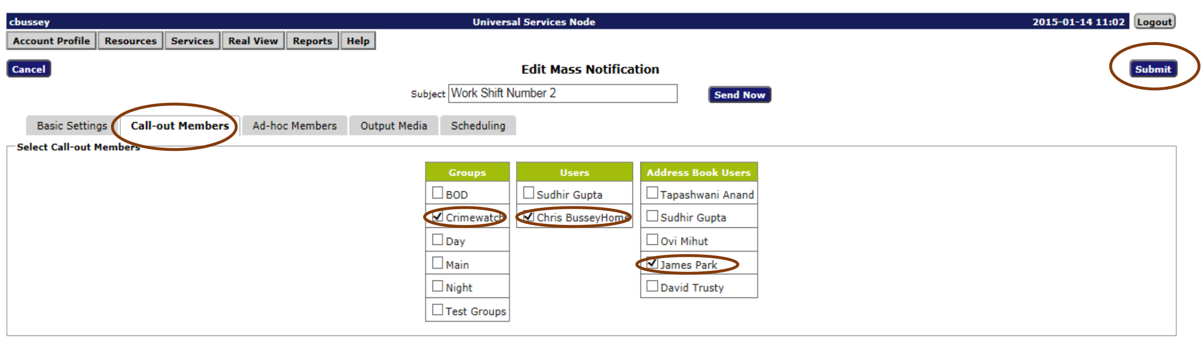
1. The first method is to upload to the USN system a group (single or multiple groups) list that has been formatted into a Excel .csv file. The uploaded file is private to the Moderator account, and is not visible to other users. If the System Admin has uploaded the list, then it may be commonly available to all Moderator Accounts.

2. Enter the Call-out member from a private (to the Moderator's Account) User list.

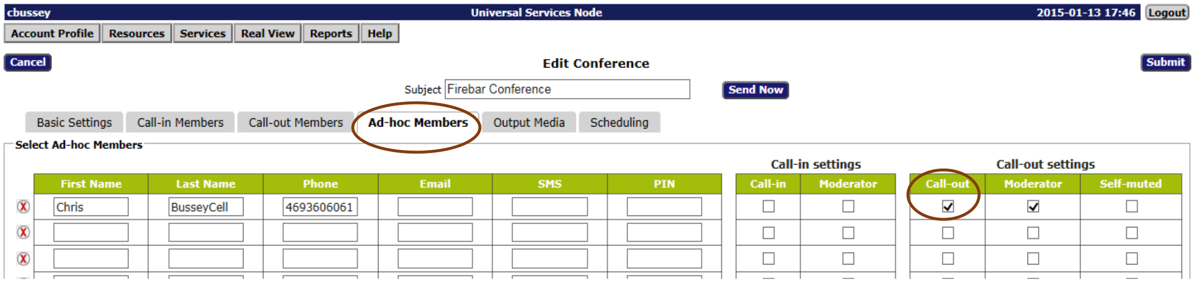
3. Chose the Callout member from a common address book, that resides system wide and is available to all account holders.

4. Enter Call-out contact details to a "Ad-hoc list and then select from that list.

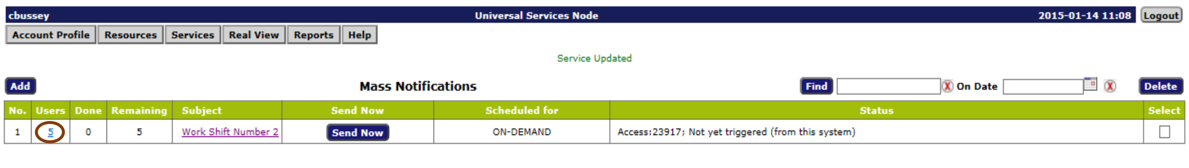
The following screen shot illustrates the three methods which are available under the Mass Notification tab "Call-out Members"



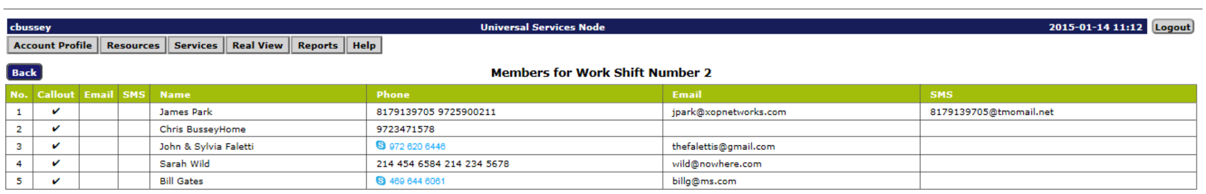
The fourth method of selecting a Call-out member is via the Ad-hoc tab, when an individual casual user can be added to the Call-out list:



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:



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 entitled Work Shift Number 2:



7.4 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.

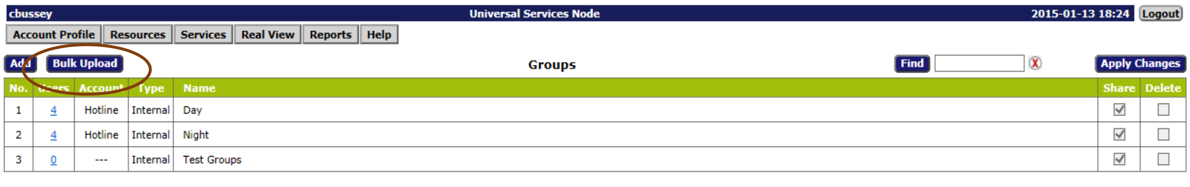
The following is an example of a multiple-group .CSV file that can be created in MS Excel:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Address	Group	Location	Dept	First Names	Middle Na	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				thefalettis@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																

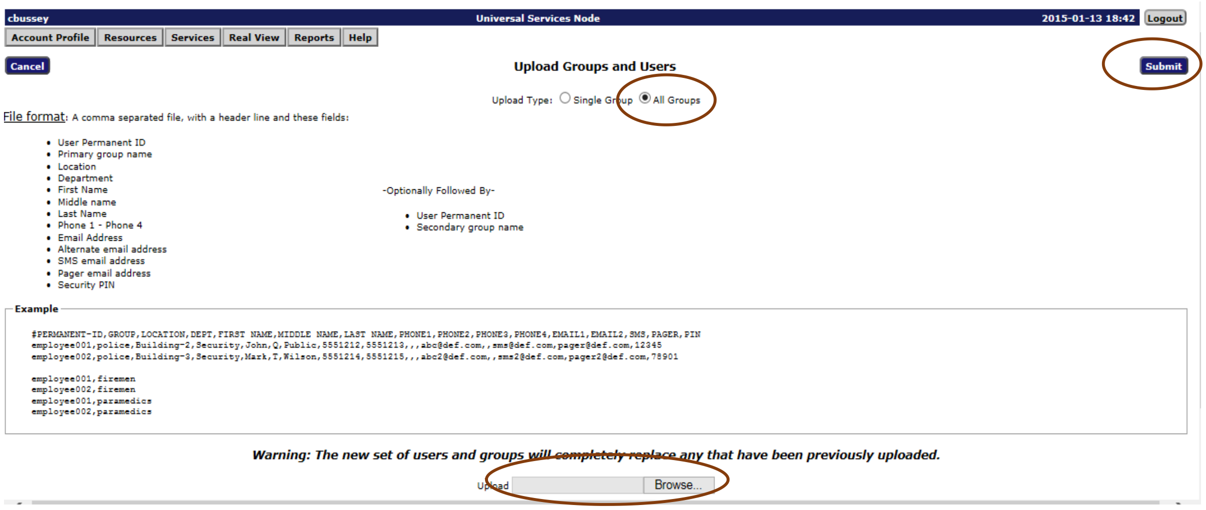
Note that column "A" must be a unique identifier, such as employee number or street address. Also there must be at least one phone number, or one email address for each contact record.

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

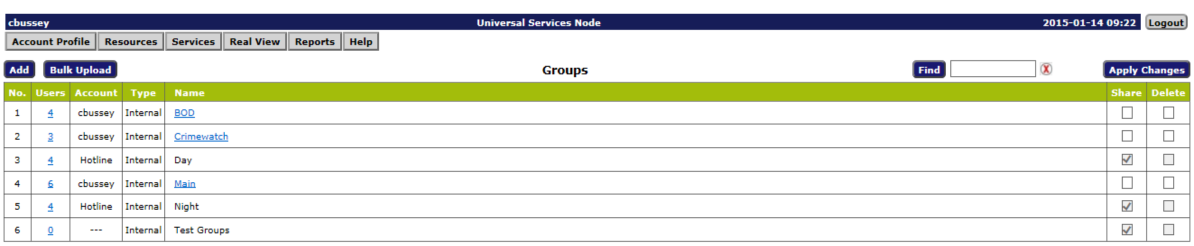
To upload the file to the USN System under your Moderator/User account, go to the tab "Resources", then "Groups", and lastly "Bulk Upload" and press the link:



Then the following screen will be visible:



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 select it, and browse your PC for the .CSV file that you have previously created, then press "Submit", and a screen similar to the following will be displayed.



Note also, that from this screen you can delete unwanted groups, and/or share the new groups with other users of the USN system.

8 USING THE REAL VIEW PORTAL

This chapter explains how to use the RealView™ features. The RealView pages show real time conferencing activity occurring on a web portal.

8.1 View Real Time Conference Activity

While a conference is in progress, you can use the RealView application to see the conference taking place in real time.

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

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 attendee as a participant or the moderator
- Each attendee’s name, if it is in the system address book as a moderator-defined user; otherwise the attendee’s phone number.
- The time the participant joined the call

- The port state (e.g., about to join conference, waiting to join conference, in conference, etc.)

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
-  Transfer selected participants
-  End the conference

8.2 Controlling Conferences with RealView

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

- Muting a single or all participants
- Recording or stopping recording
- Locking a conference
- Transferring one or more participants to a different conference
- Disconnecting participants

8.3 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.

8.4 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.

8.5 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.

1. Select the Recording icon to start recording the call.
2. Select the Recording icon again to stop recording the call.

8.6 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.

8.7 Transferring Participants

You may need to transfer one or more participants to another ongoing conference call.

1. Select the Attendees that you want to transfer. Check the boxes next to the participant(s) you want to transfer, as shown below.

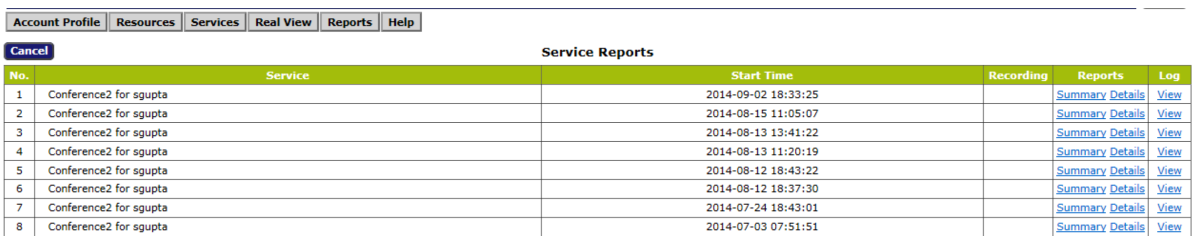
In example shown above, two participants from 'conference for sgupta' room with phone numbers 243 and 240 were selected and then transferred to 'conference2 for sgupta'. The transfer capability can be used to temporarily place participants in a sub-conference rooms and after the private meeting is over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

9 REPORTS

This chapter 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.

9.1 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.



No.	Service	Start Time	Recording	Reports	Log
1	Conference2 for sgupta	2014-09-02 18:33:25		Summary Details	View
2	Conference2 for sgupta	2014-08-15 11:05:07		Summary Details	View
3	Conference2 for sgupta	2014-08-13 13:41:22		Summary Details	View
4	Conference2 for sgupta	2014-08-13 11:20:19		Summary Details	View
5	Conference2 for sgupta	2014-08-12 18:43:22		Summary Details	View
6	Conference2 for sgupta	2014-08-12 18:37:30		Summary Details	View
7	Conference2 for sgupta	2014-07-24 18:43:01		Summary Details	View
8	Conference2 for sgupta	2014-07-03 07:51:51		Summary Details	View

The system displays the following information for your reports:

- The **Number** is a system generated report number.
- The **Service** is the conference name.
- The **Start Time** indicates when the conference or service began.
- The **Recordings** column 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.
- The **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.

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

9.2 Listening to a Conference Recording

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.

9.3 Viewing a Conference Report

The **Details** link opens a CSV files that contains 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.

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

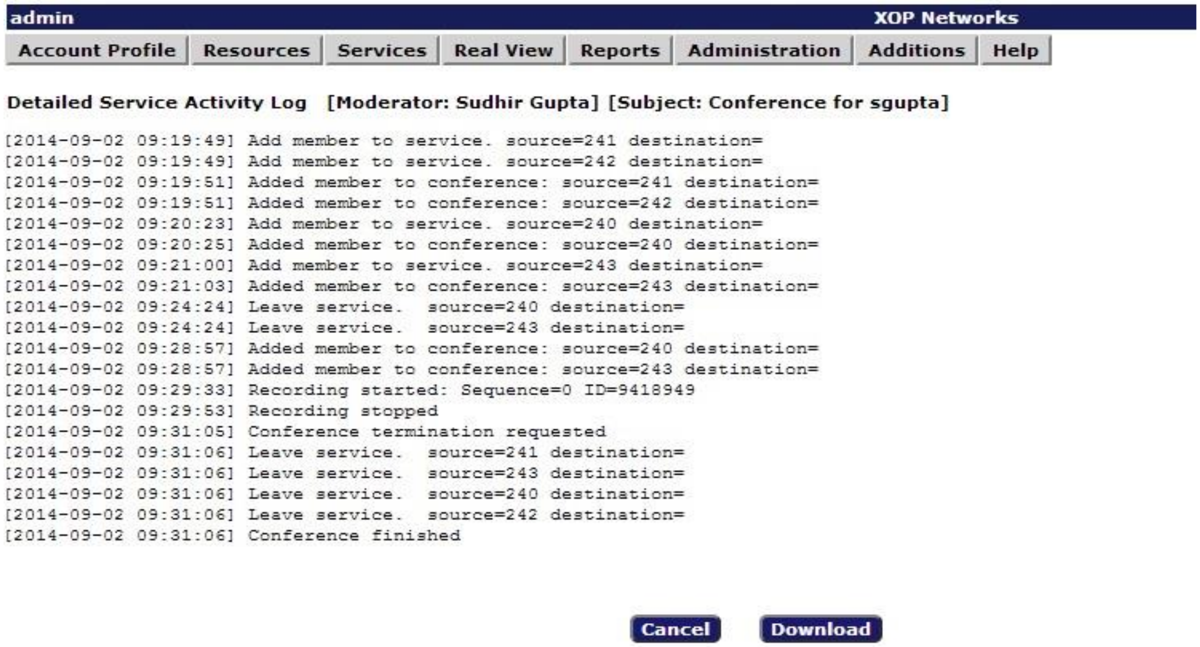
The file displays the following information for conferences:

- 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 leg

9.4 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.



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.

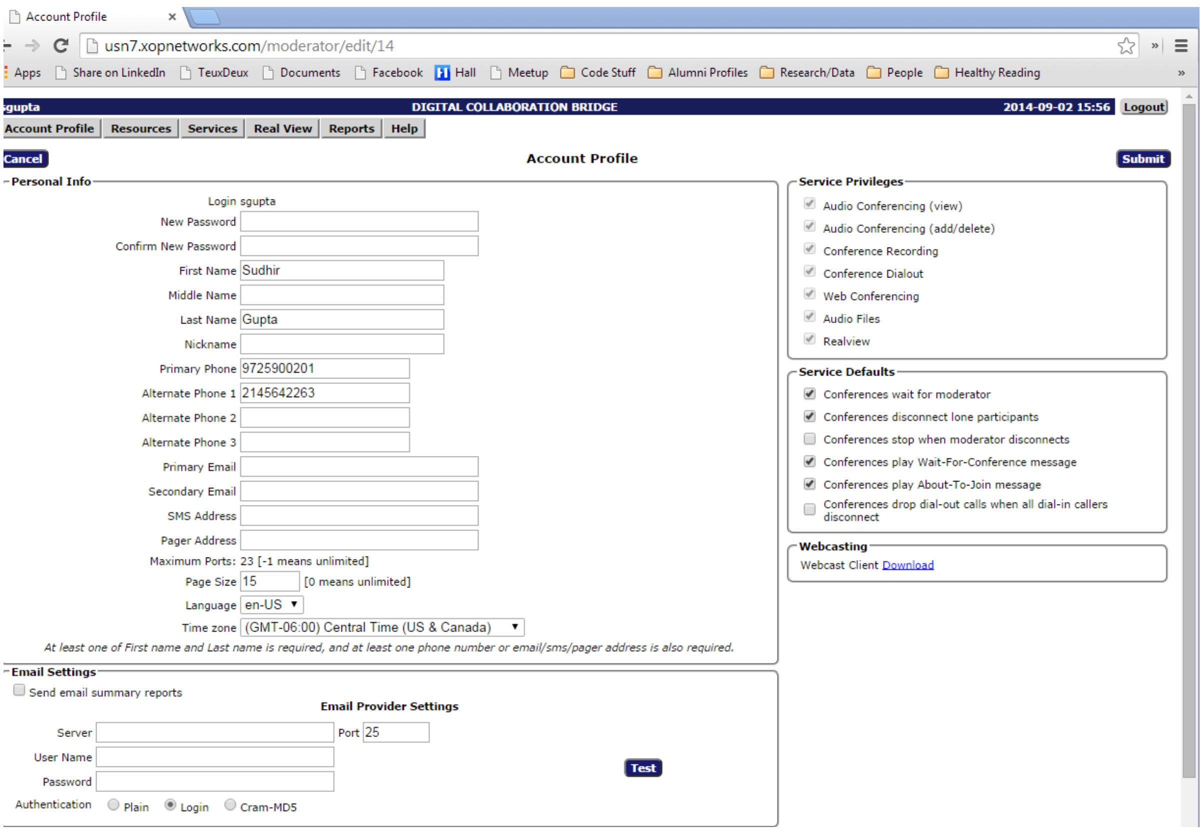
To return to the *Service Reports page*, select **Cancel**.

10 MANAGING YOUR PROFILE

This chapter 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.

10.1 Edit Account Profile

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



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

1. Confirm your Personal Information. Required information includes:

   • Either a first name 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.

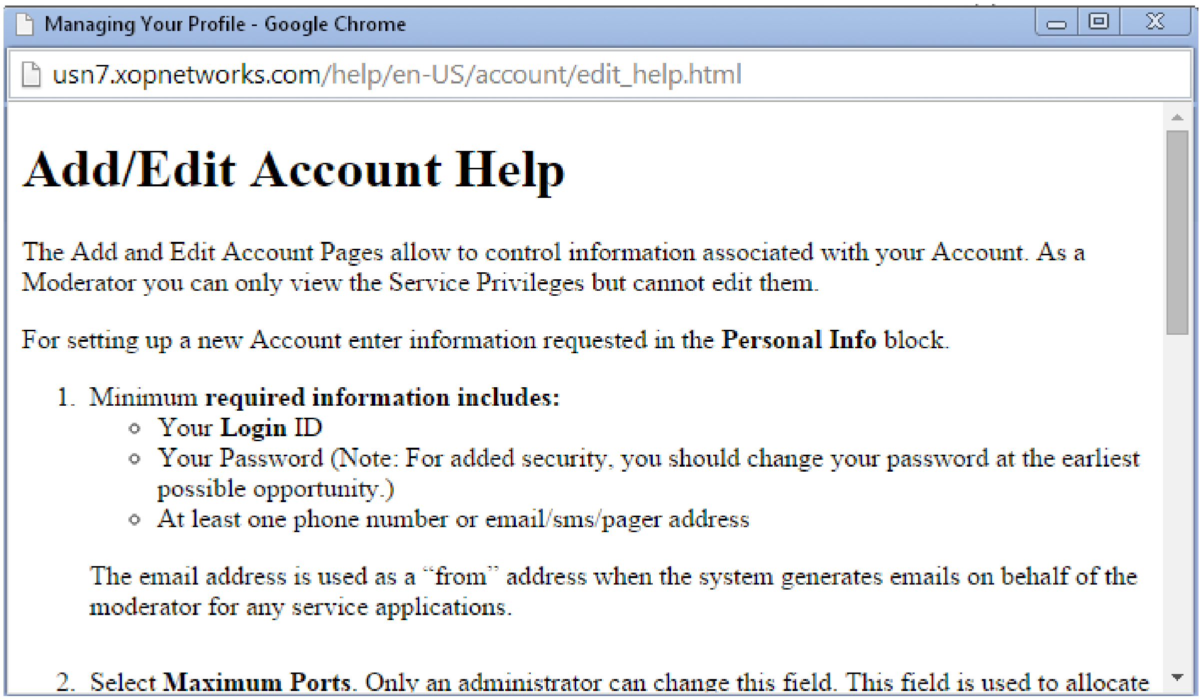
   Note: Selecting these options do not affect any existing conferences.

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.

11 ONLINE HELP

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

12 TROUBLESHOOTING HELP

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 USN. 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.
6	When I call into the bridge, it prompts me for an Access Code. The Access Code I enter gets rejected.	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 Some phones or phone systems distort DTMF, sending the system	Confirm Access Code in question was tried during a time for which it was valid. Use the System Events in the GUI (BAD PIN) or **tlog** command to view the DTMF digits the system is

		incorrect digits. The USN may not have correct license for the audio conferencing.	detecting. Look for a single digit that was distorted into multiples or missing digits Please bring this to the attention of XOP Customer support.
7	Intermittent choppy audio or other noise impairment in the audio conference. TIP: Request a recording of the conference when the noise is present.	Ethernet interface on the conference bridge may be running in half duplex mode. Network not optimized for voice External Source injecting noise into the conference.	Confirm that all network elements the voice traffic crosses are configured to be full duplex. Confirm that the RTP packets coming from the USN have been marked as voice. 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.
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.