

Universal Service Node

User Guide Release 7.0

Audio Conferencing Application User Guide

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XOP Networks, Inc.	Page ii

TABLE OF CONTENTS

1	USN INTRODUCTION	1
1	AUDIO CONFERENCING FEATURES	1
2	USN WEB PORTAL	2
	2.1 The Howe Base	\mathbf{r}
	2.1 The nome Page	2
	2.2 Account Projue	3 2
	2.5 Kesources Menu	3 2
	2.3.1 Users	2
	2.3.2 Audio Files	3 1
	2.5.5 Schedules	4 1
	2.4 Services Menu	4 1
	2.5 PagWint	4 1
	2.5 Real view	4 1
	2.6 1 Service Reports	7 1
	2.6.1 Service Reports	-+ /
	2.0.2 Usage Reports	+ ∕
	2.7 IItip	7
3	CREATING USERS	5
	3.1 Working with Users	5
	3.2 Add a User	5
	3.3 Edit a User	6
	3.4 Delete a User	6
4	OF ATING CONFEDENCES	-
4	CREATING CONFERENCES	/
	4.1 Available Conference Types	7
	4.2 On-Demand	7
	4.3 Scheduled	7
	4.4 Booked	7
	4.5 Managing Conferences	7
	4.6 Add Conference	8
	4.7 Basic Settings	9
	4.7.1 Access Codes	9
	4.7.2 Audio Messages and Music	9
	4.7.3 Audio Options	9
	4.7.4 Security Options	0
	4.7.5 Callout Options	1
	4.7.6 Recording Options1	1
	4.8 Scheduled Conference	2
	4.8.1 Quick Schedule	2
	4.8.2 Use Pre-Defined Schedules1	3
	4.9 Inviting Users to Your Conference	3
	4.10 Accepting an Invitation	4
5	USING AUDIO CONFERENCES1	5
	5.1 Join a Conference	5
	5.2 Conference Dial-out	5
	5.3 Restore a conference	5
	5.4 In Conference DTMF Controls	5
	5.4.1 Mute and Unmute	5
	5.4.2 Start and Stop Recording	7
	······································	
<u></u>	laturaliza la s	
UP ľ	aetworks, inc. Page III	

XOP Networks, Inc.	

USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

	5.4.3 Lock and Unlock a Conference	
	5.4.4 Using Sub-Conference Rooms	
	5.4.5 Volling	
	5.4.0 Disconnect a Conference Summary Report	
	5.5 Moderator DTMF Controls	
	5.6 Participant DTMF Controls	
6	FIREBAR/CALL-OUT CONFERENCING	
	6.1 Creating Call-out Members	
	6.2 Triggering a call to Call-out Members	
	6.3 Uploading a Group/Multiple-Group Call-out List	
7	MASS NOTIFICATION	
	7.1 Setting-up a Mass Notification Session	
	7.2 Triggering a Mass Notification Call-out Session	
	7.3 Setting-up a Mass Notification Call-out List	
	7.4 Upload a Mass Notification Group/Multiple Group Call-out List	
8	USING THE REAL VIEW PORTAL	
	8.1 View Real Time Conference Activity	
	8.2 Controlling Conferences with RealView	
	8.3 Muting Participants	
	8.4 Disconnecting Participants	
	8.5 Recording Conferences	
	8.0 Locking Conferences	
	8.7 Transferring Participants	
9	REPORTS	
	9.1 The Service Reports Page	
	9.2 Listening to a Conference Recording	
	9.3 Viewing a Conference Report	
	9.4 Viewing a Conference Log	
10	MANAGING YOUR PROFILE	
	10.1 Edit Account Profile	
11	ONLINE HELP	
12	TROUBLESHOOTING HELP	
A	AUDIO CONFERENCING APPLICATION	

XOP Networks, Inc.	Page iv
	0

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.

DIGITAL COLL	ABORATION BRIDGE		
Name			
Passcode			
Manage Services	Join Web Conference		
	To check your environment, click here		

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.

/	Conferences × ← → C Dusn7 xopnetworks com/conference/list								
1	Ap	ps 🗋 Share on LinkedIn 🗋 TeuxDeux 🗋 Documents 🗋 Facebook 🔢 Hall 🗋 Meetup 🪞 (Code Stuff	🦳 Alumni Profiles 📋 Research/Data	🗀 People 🧯	Healthy Readi	ng 🗋 A Peo	ple's History	(
	sgup	ta DIGITAL COLLABORATIO	N BRIDGE				2014-08-	26 08:22	Logout
	Acco	ount Profile Resources Services Real View Reports Help							
		Coi	nference	25					
	Add	Find	0n Date					- 1	Delete
	No.	Subject	iCal	Comments		Moderator	Participant	Web	Select
	1	Conference for marketing	iCal	ON-DEMAND		92183	60072	console	
	2	Conference for soupta	iCal	ON-DEMAND		53346	43485	console	
	3	Conference2 for sgupta	iCal	ON-DEMAND		77777	88888	console	
	4	sales meeting	iCal	ON-DEMAND		64693	04020	console	

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

XOP Networks, Inc.		Page 2
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USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

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.

sgupta	DIGITAL COLLABORATION BRIDGE	2014-08-26 08:25 Logout
Account Profile Resources Services	Real View Reports Help	
Cancel	Account Profile	Submit
Personal Info		Service Privileges
Login	igupta	Audio Conferencing (view)
New Password		Audio Conferencing (add/delete)
Confirm New Password		Conference Recording
First Name	Sudhir	Conference Dialout
and die stress		✓ Web Conferencing
Middle Name		Audio Files
Last Name	Gupta	Realview
Nickname		- Service Defaults
Primary Phone	9725900201	Conferences wait for moderator
Alternate Phone 1	2145642263	 Conferences disconnect lone participants
Alberta Directo D		Conferences stop when moderator disconnects
Alternate Phone 2		Conferences play Wait-For-Conference message
Alternate Phone 3		 Conferences play About-To-Join message
Primary Email		Conferences drop dial-out calls when all dial-in callers disconnect
Secondary Email		Webcasting
SMS Address		Webcast Client Download
Pager Address	22 [1 manual unlimited]	
Maximum Ports:	15 [0 means unlimited]	
Page Size	to treats of miniced	
Language	en-US T	
Time zone	(GMT-06:00) Central Time (US & Canada)	
At least one of First name and Last	name is required, and at least one phone number or email/sms/pager address is also required.	

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.

XOP Networks, Inc.	Page 3

USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

2.3.3 Schedules

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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.

sgup	ta				DIGITAL COLLABORATION BRIDGE	2014-08-26 10:46	Logout
Acc	ount Profile Resources Ser	vices Real Vie	v Reports	Help			
Add)				Users		Delete
							Select
1	Bussey, Chris					Groups	
2	Jacobs, Doug					Groups	
3	Park, James					Groups	
4	Pattist, Lance					Groups	

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.

sgupta					DIGITAL COLLABORATION BRIDGE	2014-08-26 12:12	Logout
Account Profile	Resources Services	Real Vie	w Reports	Help			
Cancel					Add User		Submit
First Name	John						
Middle Name							
Last Name	Matthaei						
Nickname							
Primary Phone	214 564 2345				At last one of First arms and I as arms is united		
Alternate Phone 1					At least one of rinst harde and tast hand is required.		
Alternate Phone 2					At least one phone number or emailysms/pager address is also required.		
Alternate Phone 3					Pager addresses are of the format phone number @service_provider (Example: 8005551212@venzon.net)		
Primary Email	john.mattaei@yahoo.co	m]				
Secondary Email]				
SMS Address]				
Pager Address]				

XOP Networks, Inc.	Page 5

USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

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.

sgupta						DIGITAL COLLABORATION BRIDGE	2014-08-26 12:24	Logout
Account Profile	Resources	Services	Real View	Reports	Help			
Cancel						Edit User	I	Submit
First Name	Chris							
Middle Name								
Last Name	Bussey							
Nickname								
Primary Phone	9725900206]			Wheel and Contract and the barrier is an ind		
Alternate Phone 1			1			At least one of First name and Last name is required.		
Alternate Phone 2			Ī			At least one phone number or email/sms/pager address is also required.		
Alternate Phone 3]			Pager addresses are of the format phone number @service_provider (Example: 8005551212@verizon.net)		
Primary Email								
Secondary Email								
SMS Address								
Pager Address								

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.

XOP Networks, Inc.	Page 6

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 $24 \times 7 \times 365$. 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.

USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

sgu	ota DIGITAL COLLABORATION	N BRIDGE			2014-08-	26 11:04	Logout
Ao	ount Profile Resources Services Real View Reports Help						
	Cor	ferenc	25				
Ad	Find	Dn Date [- 1	Delete
No.	Subject	iCal	Comments	Moderator	Participant	Web	Select
1	Conference for marketing	iCal	ON-DEMAND	92183	60072	console	
2	Conference for squpta	iCal	ON-DEMAND	53346	43485	console	
3	Conference2 for squpta	iCal	ON-DEMAND	77777	88888	console	
4	sales meeting	iCal	ON-DEMAND	64693	04020	console	

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

	XOP Networks, Inc.		Page 8
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USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

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.

Account Deafile Decources Consister Deal View Deports Hale				
Account Prome Resources Services Real view Reports Help				
ancel	Add Conferen	ce		Subm
Subject Cor	nference for sgupta			
Basic Settings Scheduling				
Basic Settings				
Access Codes		— Audio Messages and Music —		
Moderator Participant Greet	ting 💽	Join Message 🚛	Hold Music 💽	
reset Reset None	~	*About To Join* 🗸	*System Music*	\checkmark
	Audio Option	5		
Entry tone beep 🗸 🔃 Exit tone beep 🗸 💷	Entr	//exit sound limits (minutes) Entry never 🗸	Exit never 🗸	
Play entry name as omitted		Play entry name at exit		
Participants enter O Unmuted O Moderator-muted O Self-muted	\checkmark	Play Wait-For-Conference announcement		
Play tone when attendee raises hand				
	— Security Optio	ns —		
☑ Wait for moderator to join		Stop conference when moderator disconnects		
☑ Disconnect lone participants				
	— Callout Option	5		
Progressive dial-out calls have moderator privilege		Drop dial-out calls when call-in attendees depar	t	
Suppress tones for dialout calls				
	— Recording Optic	ons		
Record conferences		Attach recordings to email summary		
Notify attendees when recording starts				
Web Collaboration Options				
Collaboration Type	● No Web ○ Wel	Conference O Webcast		
Lobby/wait URL:	G	oodbye URL:		

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 ¹ 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).

XOP Networks, Inc.		Page 9
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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 for 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

XOP Networks, Inc.		Page 10
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USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

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.

USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

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.

sgupta			DIGITAL COLLABORATION BRIDGE	2014-09-02 12:40 Logout
Account Profile Reso	urces Services R	eal View Reports	Help	
Cancel			Add Conference	Submit
		\$	Subject Conference for sgupta	
Basic Settings	Scheduling			
Enable Scheduling				
			Number of ports to reserve 0 [0 means unlimited]	
	Quick Schedule			
Call-in? No call-in? Timezone (GMT-06:00) Central Time (US & Canada)				
Begin Date	End Date		Duration	Recurrence
09-03-2014			Specific ▼ 1 ▼ 00 ▼ PM ▼ thru 2 ▼ 00 ▼ PM ▼	Once 🔻
Use Pre-defined Schedule(s)				
			Schedule Call-in No call-in	
			Christmas Holiday	
			Sudhir Vacation	

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.

XOP Networks, Inc.		Page 12
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USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

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.

Cancel Invitation Cancel	ng Insert F Appointment Scheduling Show	Format Text	Busy 15 minutes	 Recurrence Time Zones Categorize + tions 	ABC ABC Spelling Proofing	Start Inking Ink OneNote
Invitations have Conflicts with	re not been sent for another appointmen To	this meeting. ht on your Calendar. <u>xopnetworks.com</u> ; <u>dtru</u> <u>y@xopnetworks.com</u>	sty@xopnetworks.com); <u>Doug Jacobs <doug< u=""></doug<></u>	@xopnetworks.co	<u>ym>;</u>
Account -	Subject: Notifie Location: Usn7.x	ation for Conference2 opnetworks.com : 972	for sgupta -535-0366 then 88888	#		
	End time: Tue 9/	2/2014	6:00 PM	•		e
Conference To join the a	2 for sgupta audio conference	, dial 972-535-0366,	then enter acces	5 code 88888#.		
To join the v	webcast, visit <u>http</u>	://usn7.xopnetwork	s.com/join?ipin=8	3888, enter your r	name and click	Enter.

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.

XOP Networks, Inc.		Page 15
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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.

XOP Networks, Inc.	Page 16

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#)

XOP Networks, Inc.		Page 17
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USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

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 reenter 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)

USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

54#	Start a round of voting
55 <vote digits>#</vote 	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. attendee="" back="" main="" room.<="" takes="" td="" to="" x="0"></x<9.>
55#	Enter voting mode. You can then enter vote digits, followed by #.

XOP Networks, Inc.	Page 20

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:

- 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.

USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

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

e y				Universal Services	Node					2015-01-13 17:46
nt Profile Resources Servi	ices Real View	Reports	Help							
1				Edit	Conference	ce				
			Subject	Firebar Conference			Send Now			
sic Settings Call-in Memb	ers Call-out	Members	Ad-hoc Men	nbers Output Media	Scheduli	na				
Call-out Members	\sim									
	Groups	Moderator	Self-muted	Users	Moderator	Self-muted	Address Book Users	Moderator	Self-muted	
	Groups BOD	Moderator	Self-muted	Users	Moderator	Self-muted	Address Book Users	Moderator	Self-muted	
	Groups BOD Crimewatch	Moderator	Self-muted	Users	Moderator	Self-muted	Address Book Users Tapashwani Anand Sudhir Gupta	Moderator	Self-muted	
	Groups BOD Crimewatch Day	Moderator	Self-muted	Users	Moderator	Self-muted	Address Book Users Tapashwani Anand Sudhir Gupta Ovi Mihut	Moderator	Self-muted	
	Groups BOD Crimewatch Day Main	Moderator	Self-muted	Users	Moderator	Self-muted	Address Book Users Tapashwani Anand Sudhir Gupta Ovi Mihut James Park	Moderator	Self-muted	
	Groups BOD Crimewatch Day Main Night	Moderator	Self-muted	Users	Moderator	Self-muted	Address Book Users Tapashwani Anand Sudhir Gupta Ovi Mihut James Park ZDavid Trusty	Moderator	Self-muted	

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

cbusse	ey						U	niversal Services Node						2015-01	L-13 17:46 Logout
Accou	unt Profile	Resources	Services	Real View	Reports	Help									
Cance	el							Edit Conf	erence						Submit
						1	Subject Fireba	r Conference		Send Not	v				
P	Basic Setting	os Call-in	Members	Call-out N	1embers 🌈	Ad-ho	c Members	Output Media Sc	heduling						
-	Duble Detailing	-													
Selec	ct Ad-hoc M	embers													
Selec	ct Ad-hoc M	embers								C	all-in	settings	_	Call-out settin	igs
Selec	ct Ad-hoc M First Na	embers Ime	Last Name	:	Phone		Email	SMS	PIN	Call-	all-in n	n settings Moderator	Call-out	Call-out settin Moderator	igs Self-muted
Selec	ct Ad-hoc M First Na Chris	embers	Last Name BusseyCell	46	Phone 93606061		Email	SMS	PIN	Call-	all-in n	n settings Moderator	Call-out	Call-out settin Moderator	Igs Self-muted
Selec	Chris	embers	Last Name BusseyCell	46	Phone 93606061		Email	SMS	PIN	Call	all-in	Moderator	Call-out	Call-out settin Moderator	Igs Self-muted
Selec	First Na	embers	Last Name BusseyCell	46	Phone 93606061		Email	SMS	PIN	Call-	all-in	n settings Moderator	Call-out	Call-out settin Moderator	Igs Self-muted

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:

cbu	issey	Universal Ser	vices Node		20	15-01-13	17:40	Logout
Ac	count Profile Resources Services Real View Reports Help							
			Service Updated					
Ad	d Conferences		Find	🗶 On Da	ate		۲	Delete
No	Subject			Moderator	Participant		Web	Select
1	Collaboration Demo for BlackBerry	iCal	ON-DEMAND	01793	95452			
2	Conference for cbussey	iCal	ON-DEMAND	69903	74459	24029	Meet	
3	Firebar Conference		9 Members ON-DEMAND	24017	26446	63213		

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":

cbu	ssey		Universal Services Node						2015-01-	13 17:44 Logout
Acc	count Profile Resources S	Services Real View Reports Help								
Bac	k		Members for Firebar	Conferer	ice					
No.	Name	Phone	Email	SMS	PIN	Call-in	Moderator	Call-out	Moderator	Self-muted
1	Trusty David	9725900202	dtrusty@xopnetworks.com					\checkmark		
2	Barron Bobby	972 123 4567 9 469 360 2524	bobby@nowhere.com					V		
3	Bata Sheila	972 672 4590	sheila@verizon.net							
4	Novak Fred & Mary	972 987 1234	f&m@somewhere.com					V		
5	Hughs Joe & Linda	972 567 8765	JL@hughs.com					\checkmark		
6	Huggins Jim	972 465 1245	jim@huggins.com					Image: A start and a start		
7	Bowling Trish	S 214 123 6789	trish@mac.com							
8	BusseyHome Chris	9723471578							\checkmark	
9	BusseyCell Chris	4693606061								

XOP Networks, Inc.	Page 22

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:

cbussey					Universal Ser	vices Node			2015-01-13	18:55 Logou
Account Profile Resour	es Services	Real View	Reports	Help						
Cancel						Edit Conference				Submi
				Subject	Firebar Conference	e		Send Now		
Basic Settings	Call-in Members	Call-out M	embers	Ad-hoc Members	Output Media	Scheduling				
Basic Settings		\frown								
	Ac	cess Codes					-	Audio Messages and Music —		
Moderator P	articipant	Callout	h			Greeting		Join Message		
24017	20440	03213	Reset	Single Use		None	~	"About to Join"	"System Music"	~
						- Audio Options				

- 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:

cbussey						Universal Ser	vices Node		2015-01-13 19:03 Logout
Account Profile	Resources	Services	Real View	Reports	Help				
Cancel							Edit Conference	\frown	Submit
_	_				Subject	Firebar Conference	e	Send Now	
Basic Settin	ngs Call-ir	n Members	Call-out	Members	Ad-hoc Members	Output Media	Scheduling	\smile	
Basic Settings									
		— A	ccess Code	s ——				Audio Messages and Music	
Moderator	Partici	pant	Callout				Greeting 📢	Join Message 🜗	Hold Music 📢
24017	264	46	63213	Reset	Single Use		None V	*About To Join* 🗸	*System Music*
							- Audio Options		

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":

cbussey	Universal Services Node	2015-01-13 19:03 Logout
Account Profile Resources Services Real View Reports Help		
Cancel	Edit Conference	Submit
	Subject Firebar Conference Send Now	
Basic Settings Call-in Members Call-out Members Ad-hoc M	mbers Output Media Scheduling	
✓ Enable Scheduling		
	Number of ports to reserve 0 [0 means unlimited]	
	Quick Schedule	
Call-in? 🗌 No call-ir	? 🗹 Automatic call-out? 🗌 No call-out? Timezone [(GMT-06:00) Central Time (US & Canada) 🗸	
Begin Date End Date	Duration	Recurrence
01-14-2015	Specific v 8 v 00 v PM v thru 9 v 00 v PM v	Once 🗸
	Use Pre-defined Schedule(s)	
	Schedule Call-in No call-in Automatic call-out No call-out	
	Business Hours 🔽 🗌	
	test schedule	

USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

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

XOP Networks, Inc.	Page 24

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:

	А	Б	C	υ	E	F	G	н	1	J	ĸ	L	IVI	IN	U	
1	Address	Group	Location	Dept	First Names	Middle N	Last Nam	Phone #	Alternate Phone	Alternate	Alternate	Email	Secondar	SMS Emai	Pager en	nail
2	1234 Maple Creek Lane	Main			Bobby		Barron	972 123 4567	469 360 2524			bobby@	nowhere.co	m		
3	2345 Maple Creek Lane	Main			Sheila		Bata	972 672 4590				sheila@\	rerizon.net			
4	1234 Foxden	Main			Fred & Mary		Novak	972 987 1234				f&m@so	mewhere.c	om		
5	4567 North Park	Main			Joe & Linda		Hughs	972 567 8765				JL@hugh	s.com			
6	2468 park Bend	Main			Jim		Huggins	972 465 1245				jim@hug	gins.com			
7	1234 Hickory Creek Lane	Main			Trish		Bowling	214 123 6789				trish@m	ac.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@g	mail.com			
10	1234 Glenbrook Road	BOD			Leslie		Staggs	972 867 8780				leslie@v	erizon.net			
11	1234 Maple Creek Drive	BOD			Paul & Jan		Brunt	972 569 5421				quickdraw@zone.net		et		
12	1234 Highland Ln.	Crimewatch			John & Sylvia	э	Faletti	972 620 6446				thefalett	is@gmail.c	om		
13	5678 Highland Creek	Crimewatch			Sarah		Wild	214 454 6584	214 234 5678			wild@nc	where.com	n		
14	2143 Highland Creek	Crimewatch			Bill		Gates	469 644 6061				billg@m	s.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:

cbussey				Universal Services Node 2015-01-13	18:24	Logout
Acc	Account Profile Resources Services Real View Reports Help					
Add	Add Bulk Upload Find Scoups Find Mapply					hanges
No.	Vicers	Account	Type	Name	Share	Delete
1	4	Hotline	Internal	Day	~	
2	4	Hotline	Internal	Night	~	
3	<u>0</u>		Internal	Test Groups	V	

Then the following screen will be visible:

cbussey	Universal Services Node	2015-01-13 18:42 Logout					
Account Profile Resources Services Real View Reports Help	Upload Groups and Users	Submit					
THE COTTAGY A Commany separated file, with a header line and these helds: Use Permany group name Permany group name Department First Name Middle name Middle name Middle name Alaxi Name Phone 1 - Phone 4 Final Address Alaximate email address Page amail address Security PIN	-Optionally Followed By- • User Permanent ID • Secondary group name						
-Example f#ERMANENT-ID,GBOOP,JOCATION,DEFT,FIBT NAME,NIDOLE NAME,LAST NAME,PHONEJ,FHONEJ,FHONEJ,FHONEJ,FLAILI,BIA							
Warning: The new s	et of users and groups will completely replace any that have been prev	iously uploaded.					

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.

XOP Networks, Inc. Pa

USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

cbu	cbussey Universal Services Node 20			5-01-14 09:22 Logout		
Account Profile Resources Real View Reports Help						
Add	Bull	k Upload		Groups Find 🔍	Apply C	hanges
No.						Delete
1	4	cbussey	Internal	800		
2	3	cbussey	Internal	Crimewatch		
3	4	Hotline	Internal	Day	V	
4	6	cbussey	Internal	Main		
5	4	Hotline	Internal	Night	1	
6	Q		Internal	Test Groups	V	

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..

	cbussey	Universal Se	rvices Node	2015-01-14 09:42	Logout
	Account Profile Resources Services Real View Reports	s Help			
(Add Conferences	Mass Notifications	Find	🗴 On Date 📃 🕅 🕅	Delete
	No. Users Done Remaining Subject				

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

cbussey	Jniversal Services Node 2015-01-14 10:04 Logout
Account Profile Resources Services Real View Reports Help	
Cancel 1.	Edit Mass Notification 6. Submit
Basic Settings Call-out Members Ad-hoc Members Output Media Sche	duling
Basic Settings	
Access Codes Participant Reset Reset Reset	Audio Messages
User Security PIN needed for call-ins	
Moderators must use their own phone	
	Choose Recipients for Repeated Dialouts Participant Subset Auto Reset OAll Outcontacted

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 prerecorded 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:

XOP Networks, Inc.	Page 28

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cbussey Universal Services Node 2				
Account Profile Resources Services Real View Reports Help				
		Service Up	lated	
Add	Mass Notifi	cations	Find 🕅 🕅 🕅 🕅 🕅 🖉	🛚 🕱 🛛 Delete
No. Users Done Remaining Subject	Send Now	Scheduled for	Status	Select
1 0 0 Work Shift Number 2	Send Now	ON-DEMAND	Access:23917; Not yet triggered (from this system)	

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:

cbu	cbussey Universal Services Node											
Ac	count Pr	ofile	Resources	Services Real View	Reports Help							
Service Updated												
Ad	Add Mass Notifications Find 🕅 🛞 On Date									Delete		
No	. Users		Remaining	Subject	Send Now	Scheduled for		Status		Select		
1	Q	0	0	Work Shift Number 2	Send Now	ON-DEMAND	Access:23917; N	yet triggered (from this system)				

- 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:

cbussey				Universal Services	Node		2015-01-14 11:26 Logout
Account Profile Resou	urces Services Real	View Reports	Help				
Cancel				Edit Ma	ss Notification	_	Submit
			Subject \	Work Shift Number 2	Send Now	\mathbf{i}	
Basic Settings	Call-out Members A	Ad-hoc Members	Output Media S	Scheduling			
Basic Settings							
	Access	Codes				- Audio Messages	
Moderator	Part	icipant			Greeting 📢		Message Body 🚺
23917	97	7357	Reset		test system greeting \checkmark		*Recorded At Dialin* 🗸
				Secu	rity Options		
User Security PIN ne	eeded for call-ins						
Moderators must us	e their own phone						
				— Choose Recipien	ts for Repeated Dialouts		
			Parti	cipant Subset	Auto Reset Change Contacted	List	
			O All (5)	Our Uncontacted (5)	Clear Swap		

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":

XOP Networks, Inc.	Page 29

cbussey	Univer	sal Services Node	1			2015-01-14 11:26 Logout						
Account Profile Resources Services Real View Reports Help												
Cancel		Edit Mass N	otification			Submit						
	Subject Work Shift	Number 2		Send Now		\bigcirc						
Basic Settings Call-out Members Ad-hoc Members Output M	1edia Scheduling											
🗹 Epible Scheduling												
Quick Schedule												
Call-in?	🖌 Call-in? 🗆 No call-in 🖉 Automatic call-out? 🗋 No call-out? Timezone [(GMT-06:00) Central Time (US & Canada) 🗸											
Benin Date End Date			Duration			Recurrence						
01-15-2015	Spe	ecific 🗸 12 🗸 00	∨ PM ∨ thru 1 ∨	00 🗸 PM 🗸		Once V						
Use Pre-defined Schedule(s)												
	Schedule Call	-in No call-in	Automatic call-out	No call-out								
	Business Hours											
	test schedule											

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"

cbussey Universal Services Node	2015-01-14 11:02 Logout
Account Profile Resources Services Real View Reports Help	\frown
Cancel Edit Mass Notification	Submit
subject Work Shift Number 2 Send Now	\bigcirc
Basic Settings Call-out Members Ad-hoc Members Output Media Scheduling	
Select Call-out Members	
Groups Users Address Book Users	
BOD Sudhir Gupta Tapashwani Anand	
Crimewatt Clinis BusseyHom 🗆 Sudhir Gupta	
Day Ovi Mihut	
Main James Park	
Night David Trusty	
Test Groups	

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:

XOP Networks, Inc.		Page 30
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cbus	sey			Ur	iversal Services Node						2015-01	-13 17:46 Logout
Acco	ount Profile Resou	rces Services Re	al View Reports H	telp								
Can	cel				Edit Conf	erence						Submit
				Subject Fireba	r Conference		Sen	d Now				
	Basic Settings	Call-in Members C	Call-out Members	Ad-hoc Members	Output Media Scl	neduling						
Sel	ect Ad-hoc Members	•		\smile								
								Call-i	n settings	\frown	Call-out settin	gs
			Phone						Moderator	Call-out	Moderator	Self-muted
X	Chris	BusseyCell	4693606061								✓	
X												
X												

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:

cbu	bussey Universal Services Node 20												
Ac	ount Pr	ofile	Resources	Services Real View	Reports Help								
	Service Updated												
Add Mass Notifications					Mass	Notifications	Find 🕅 🕅 🕅	X Delete					
No.								Select					
1		0	5	Work Shift Number 2	Send Now	ON-DEMAND	Access:23917; Not yet triggered (from this system)						

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:

cbu	isey				Universal Services Node		2015-01-14 11:12 Logout					
Ac	Account Profile Resources Services Real View Reports Help											
Bac	nack Members for Work Shift Number 2											
No.	. Callout Email SMS Name						SMS					
1	~			James Park	8179139705 9725900211	jpark@xopnetworks.com	8179139705@tmomail.net					
2	~			Chris BusseyHome	9723471578							
3	~			John & Sylvia Faletti	972 620 6446	thefalettis@gmail.com						
4	~			Sarah Wild	214 454 6584 214 234 5678	wild@nowhere.com						
5	~			Bill Gates	8 489 644 6061	billg@ms.com						

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:

	А	в	U U	υ	E	r.	6	н	1		ĸ	L	M	IN	U	P
1	Address	Group	Location	Dept	First Names	Middle N	Last Name	Phone #	Alternate Phone	Alternate	Alternate	Email	Secondar	SMS Email	Pager em	nail
2	1234 Maple Creek Lane	Main			Bobby		Barron	972 123 4567	469 360 2524			bobby@n	owhere.co	m		
з	2345 Maple Creek Lane	Main			Sheila		Bata	972 672 4590				sheila@v	erizon.net			
4	1234 Foxden	Main			Fred & Mary		Novak	972 987 1234				f&m@sor	newhere.c	om		
5	4567 North Park	Main			Joe & Linda		Hughs	972 567 8765				JL@hughs	s.com			
6	2468 park Bend	Main			Jim		Huggins	972 465 1245				jim@hug	gins.com			
7	1234 Hickory Creek Lane	Main			Trish		Bowling	214 123 6789				trish@ma	ic.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@gr	nail.com			
10	1234 Glenbrook Road	BOD			Leslie		Staggs	972 867 8780				leslie@ve	erizon.net			
11	1234 Maple Creek Drive	BOD			Paul & Jan		Brunt	972 569 5421				quickdrav	v@zone.ne	et		
12	1234 Highland Ln.	Crimewatch			John & Sylvia	1	Faletti	972 620 6446				thefaletti	s@gmail.o	om		
13	5678 Highland Creek	Crimewatch			Sarah		Wild	214 454 6584	214 234 5678			wild@no	where.com	ı		
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)

XOP Networks, Inc.		Page 31
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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:

Real View Reports Help		
Groups Find 🔊	Apply Cha	anges
	Share D	elete
	\checkmark	
	✓	
ps	√	
Grou	Groups No State St	Groups Film Apply Cm Share C Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share Image: Share

Then the following screen will be visible:

cbussey	Universal Services Node	2015-01-13 18:42 Logout						
Account Profile Resources Services Real View Reports Help		\frown						
Cancel	Upload Groups and Users	Submit						
	Upload Type: O Single Grup ③ All Groups	\smile						
THE FUTURAL A Comma separate file, with a neader line and these neids: User Permany group name Location Department First Name Middle name Last Name Phone 1 - Phone 4 Email Address SMS email address SMS email address SMS email address Sacurity PIN	-Optionally Followed By- • User Permanent ID • Secondary group name							
Example fFERMANENT-ID, GBOUP, LOCATION, DEFT, FIRST NAME, MIDDLE NAME, LAST employee001, police, Building-2, Security, John, Q, Public, SS51212, S employee002, police, Building-2, Security, Mark. 7, Wilson, SS51214, S employee002, firmson employee002, firmson employee002, parametics	NAME, FRONEI, FRONEI, FRONEI, FRONEI, ENAILI, ENAILI, ENAILI, BASER, FIN 53212,,,aboldef.com,,mmuldef.com,pagerldef.com,1245 53215,,,aboldef.com,,mmuldef.com,pagerldef.com,75501							
Warning: The new set of users and groups will completely replace any that have been previously uploaded.								

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.

cbu Ac	ssey count Pr	ofile Re:	sources	Universal Services Node 2015-01-14	09:22	Logout
Ad	Bull	k Upload		Groups Find 🔘	Apply (Changes
No						
1	4	cbussey	Internal	800		
2	3	cbussey	Internal	Scimewatch		
3	4	Hotline	Internal	Day	V	
4	6	cbussey	Internal	Main		
5	4	Hotline	Internal	Night	V	
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.

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.

Conferences		1 act	ive	(4 ports)	3 listed							
T Conference for	gu	pta		(4 ports)			1	0	ACCESS: M:	155	P: 156	
🕑 🗖 🔘	[22]	[%] 243		(243)		in	conference	Tues	day, September 02, 2	2014 6:51:03 P
🥑 🗆 🍓	[21]]	%]240		(240)		in	conference	Tues	day, September 02, 2	2014 6:50:25 P
M 🗆 🖌	Γ	20]	[%] 241		(241)		in	conference	Tues	day, September 02, 2	2014 6:49:51 P
🕑 🗖 🍕	[19]]	%]242		(242)		in	conference	Tues	day, September 02, 2	2014 6:49:51 P
Conference2 fo	r s <u>c</u>	jupta		inactive			1		ACCESS: M:	123	P: 124	
Conference for	sgu	ipta 2	2	inactive			1		ACCESS: M:	11111	P: 22222	

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

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

- Conference Room Name
- Number of ports in use
- The moderator access code
- The participant access code
- Identify each 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

XOP Networks, Inc.	
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USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

• 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
- Icock or unlock the conference
- Disconnects selected participants
- Transfer selected participants
- **N** 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.

XOP Networks, Inc.		Page 34
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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.

, J	XOP Networks, Inc.		Page 35
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Real Vie	w							
▼ Confe	erences		1 active	(4 ports)	3 listed			
T C	onferenc	e for s	sgupta	(4 ports)	0 🛛 📷 🗶 🕯	101	ACCESS: M: 15	5 P: 156
	₽ 🗹 🕯	3	[22][%] 243	(243)	in	conference	Tuesday, September 02, 2014 6:51:03 PM
	P 🗹 (0	[21][%] 240	(240)	in	conference	Tuesday, September 02, 2014 6:50:25 PM
	M 🗆 (0	[20][%] <mark>241</mark>	(241)	in	conference	Tuesday, September 02, 2014 6:49:51 PM
	P 🗆 (0	[19][%] 242	(242)	in	conference	Tuesday, September 02, 2014 6:49:51 PM
C	Conferen	ce2 fo	r sgupta	inactive		1	ACCESS: M: 12	3 P: 124
C	onferen	ce for	sgupta 2	inactive		Transfe	er all selected ports to this co	prierence. P: 22222
Real Vie	w		2 active	(4 ports)	3 listed			
7 c	Conferen	ce for	sgupta	(2 ports)			ACCESS: M: 15	55 P: 156
		0	[20][%] 241	(241)	ir	n conference	Tuesday, September 02, 2014 6:49:51 PM
	P 🗆	0	[19][%] 242	(242)	ir	n conference	Tuesday, September 02, 2014 6:49:51 PM
) c	onferenc	ce2 for	sgupta	(2 ports)	🜔 🔘 🔬 💥	10	ACCESS: M: 12	23 P: 124
	P 🗆 🛛	3	[22] [%] 243	(243)	ir	n conference	Tuesday, September 02, 2014 6:54:24 PM
	P 🗆	0	[21][%] [240	(240)	ir	n conference	Tuesday, September 02, 2014 6:54:24 PM
	Conferen	co for		inactive		1	ACCESS: M: 11	I111 P: 22222
L.		ce ioi	sgupta 2	macave		And and a second se		
,		ce for	sgupta 2	indetive				

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.

XOP Networks, Inc.	Page 36

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.

Acc	ount Profile Resources Services Real View Reports Help			
Can	zel	Service Reports		
No.				
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.

XOP Networks, Inc.	Page 37
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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.

Α	В	С	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.

XOP Networks, Inc.	Page
--------------------	------

38

USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

min						XOP Netwo	orks
count Profile	Resources	Services	Real View	Reports	Administration	Additions	Help
ed Service Ac	tivity Log	[Moderato	r: Sudhir Gup	ota] [Subje	ct: Conference fo	r sgupta]	
09-02 09:19:4	49] Add men	mber to ser	vice. sourc	e=241 dest	ination=		
09-02 09:19:4	49] Add men	mber to ser	vice. sourc	e=242 dest	ination=		
-09-02 09:19:8	51] Added m	nember to d	conference:	source=241	destination=		
-09-02 09:19:8	51] Added m	nember to d	conference:	source=242	destination=		
1-09-02 09:20:2	23] Add men	mber to ser	vice. sourc	e=240 dest	ination=		
4-09-02 09:20:2	25] Added m	nember to c	conference:	source=240	destination=		
-09-02 09:21:0	00] Add men	mber to ser	vice. sourc	e=243 dest	ination=		
-09-02 09:21:0	03] Added m	nember to c	conference:	source=243	destination=		
-09-02 09:24:2	24] Leave s	service.	source=240 d	estination	-		
4-09-02 09:24:2	24] Leave s	service. s	source=243 d	estination	=		
-09-02 09:28:8	57] Added m	nember to d	conference:	source=240	destination=		
-09-02 09:28:	57] Added m	nember to d	conference:	source=243	destination=		
1-09-02 09:29:3	33] Recordi	ing started	i: Sequence=	0 ID=94189	49		
1-09-02 09:29:5	53] Recordi	ing stopped	i				
-09-02 09:31:0	05] Confere	ence termin	nation reque	sted			
4-09-02 09:31:0	06] Leave s	ervice.	source=241 d	estination	=		
1-09-02 09:31:0	06] Leave s	service.	source=243 d	estination ²	=		
4-09-02 09:31:0	06] Leave s	service. s	source=240 d	estination	=		
-09-02 09:31:0	06] Leave s	service. s	source=242 d	estination	=		
-09-02 09:31:0	06] Confere	ence finish	ned				

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.

XOP Networks, Inc.		Page 39
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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.

C Account Profile ×	
> C 🗋 usn7.xopnetworks.com/moderator/edit/14	었 » 🔳
Apps 🕒 Share on LinkedIn 🗋 TeuxDeux 🗋 Documents 🕒 Facebook 🚹 Hall 🕒 Meetup 🧰 Code Stuff 🧰 Alumni Profiles 🧰	Research/Data 🧰 People 🧰 Healthy Reading 🛛 🛸
	2014-09-02 15:56 Logout
Account Profile Resources Services Real View Reports Help	2014 05 02 15.50
Cancel Account Profile	Submit
- Personal Info	Service Privileges
Login sgupta	Audio Conferencing (view)
New Password	Audio Conferencing (add/delete)
Confirm New Password	Conference Recording
First Name Sudhir	Conference Dialout
Middle Name	✓ Web Conferencing
Last Name Gupta	Audio Files
Nickname	Realview
Primary Phone 9725900201	C Service Defaults
Alternate Phone 1 2145642263	Conferences wait for moderator
Alternate Phone 2	Conferences disconnect lone participants
Alternate Phone 3	Conferences stop when moderator disconnects
Primary Final	Conferences play Wait-For-Conference message
Conservation Environment	✓ Conferences play About-To-Join message
SMC Address	Conferences drop dial-out calls when all dial-in callers
Dates Address	disconnect
Maximum Ports: 23 [-1 means unlimited]	Webcasting
Page Size 15 [0 means unlimited]	Webcast client <u>Downbad</u>
Language en-US V	
Time zone (GMT-06:00) Central Time (US & Canada) ▼	
At least one of First name and Last name is required, and at least one phone number or email/sms/pager address is also required.	
- Email Settings	
Send email summary reports	
Server Port 25	
User Name	
Password	
Authentication 🔍 Plain 🖲 Login 🤍 Cram-MDS	

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.

XOP Networks, Inc.		Page 40
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USN User's Guide Rel 7.0	P/N 200-2045-004 Rev 1.0

- 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.

XOP Networks, Inc.	Page 41

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.

🛅 Managing Your Profile - Google Chrome			83
usn7.xopnetworks.com/help/en-US/account/edit_help.html			
Add/Edit Account Help			^
The Add and Edit Account Pages allow to control information associated with your Account. Moderator you can only view the Service Privileges but cannot edit them.	As a		
For setting up a new Account enter information requested in the Personal Info block.			
 Minimum required information includes: Your Login ID Your Password (Note: For added security, you should change your password at t possible opportunity.) At least one phone number or email/sms/pager address 	he ea	rliest	:
The email address is used as a "from" address when the system generates emails on be moderator for any service applications.	half o	f the	
2. Select Maximum Ports. Only an administrator can change this field. This field is used	to all	locat	e 🔹

XOP Networks, Inc.	Page 42

12 TROUBLESHOOTING HELP

Item #	t Description		Possible Ca	ause	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 from a previo conference th connected be PBX and the can lead to a loop that will the noise in a conference re	e calls bus hat are still etween the USN. This circular build up a com.	Please maintenance caller's line after the ca This condit checking R calls that w disconnect a disconne	ke sure that PBX drops a coming into the bridge iller has hung up. ion can be verified by ealView. If there are ere not dropped, use the link on Realview to force ct.		
3	I tried to use iCAL button to send the meeting invitation, but no email was sent.	Your PC's Ou Calendar fun have been re inappropriate iCAL facility r be enabled.	utlook ction may eset or set ely. The needs to	In Calenda click Option Calendar C options, se meeting re- use iCalen	ar, on the Tools menu, ns, and then click Options. Under Advanced lect the "When sending quests over the Internet, dar format check box".		
4	Cannot dial out to bring additional people into a conference	The trunk be PBX and the conference b be set up for traffic only.	tween your ridge may inbound	Please che The trunks duplex ope work.	ck with PBX/CO person. need to set for full ration for this feature to		
5	Hear bursts of noise after someone stops speaking in a conference.	HMP.Uconfig need adjustm that location	y values nent for	Please brin XOP Custo Assistance	ng this to the attention of mer Support for .		
6	When I call into the bridge, it prompts me for an Access Code. The Access Code I enter gets rejected.	Access Code probably for a scheduled co so it is only v the time of th conference p Lobby time. will be rejecte invalid unless entered in the time window	e is a onference alid during le lus the The code ed as s it is e correct	Confirm Ac was tried d was valid.	cess Code in question uring a time for which it		
		Some phone systems disto sending the s	s or phone ort DTMF, system	Use the Sy (BAD PIN) the DTMF	stem Events in the GUI or tlog command to view digits the system is		

XOP Networks, Inc. Page 43	XOP Networks, Inc.		Page 43
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		incorrect digits.	detecting. Look for a single digit that was distorted into multiples or missing digits
		The USN may not have correct license for the audio conferencing.	Please bring this to the attention of XOP Customer support.
7	Intermittent choppy audio or	Ethernet interface on	Confirm that all network elements
	other noise impairment in the	the conference bridge	the voice traffic crosses are
	audio conference.	may be running in half duplex mode.	configured to be full duplex.
		-	Confirm that the RTP packets
	TIP: Request a recording of the	Network not optimized	coming from the USN have been
	conference when the noise is present.	for voice	marked as voice.
		External Source injecting noise into the conference.	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	Recording capability needs to be enabled on	Confirm that system has recording enabled for the moderator.
	recorded.	the admin side	
9	I am not able to schedule	Scheduling capability	Make sure that 'schedule port
	conferences	needs to be enabled on	usage field' is selected on System
		the admin side	Configuration page.

XOP Networks, Inc.	Page 44