

SCOPTTEL IP PBX Software - Managing Conferences

Contents

| | |
|--|----------|
| SCOPTTEL IP PBX Software - Managing Conferences | 1 |
| Conferences | 1 |
| Features | 1 |
| Admin Security PIN's | 2 |
| User Security PIN's | 3 |
| Add Conference : | 4 |
| Application Admin Extension | 4 |
| Configure Destination | 5 |
| Admin Options | 5 |
| Application User Extension | 7 |
| Configure Destination | 7 |
| User Options | 8 |
| Audio IVR Prompt | 9 |
| Auto Attendant | 10 |
| Conference1 | 10 |
| Options | 10 |
| Keys Assignment | 11 |
| conference1aa | 12 |
| Applications | 14 |
| USAGE | 14 |

Conferences

- Also known as a bridge .
- Increases the capacity of simultaneous calls beyond the typical 3 party limit on SIP phones .
- Simultaneous call limit is only restricted by the host CPU's ability to manage and transcode multiple call legs .
- Can be monitored (recorded) .
- Supports PIN codes .
- Access can be restricted to schedules .
- SCOPTTEL Conferences are objects :
 - They require an Application extension to be included in a Class of Service object .
 - A Ring Group Extension can be created and the Destination set to the Conference Application for inclusion in the local dial plan .
 - Incoming Lines are needed to route calls from the PSTN or other servers to the Conference object .

Features

- Announce user Join/Leave
- Do not review Announce message

- Quiet mode (don't play enter/leave sounds)
- Enable Music On Hold when the conference has a single caller
- Music On Hold
- Wait until the marked user enter before allow talk
 - By enabling this feature callers cannot talk to each other unless the administrator is logged to the conference
- Allow user to exit by pressing #
- Present Menu (User/Admin) by pressing *
- Enable On - Demand PIN ? The first participant joining a conference will be able to set a PIN that will be needed by anyone else joining the conference . The PIN will be cleared when all participants leave .
- Monitor Conference
- Authentication/Password lists

Admin Security PIN's

- It is recommended to create Password Lists to secure the Conference Applications
- Example:
 - Go to Miscellaneous>Password Lists and Add a new Password List
 - Name adminbridgepins
 - Source Internal DB
 - Enter Numeric Password/PIN codes separated by a carriage return into the list
- Usage:
 - Each Admin gets their own password assignment so Conference usage can be audited

Miscellaneous Tools: Password List

LDAP Source

ODBC Source

RSA Keys

Password List


DND Codes

Password List

General

Options

Source

Type  : Internal DB ▼
Default: Internal DB

* Password/PIN : 4986
1041
4168
7985
5059
8875
2280
6216
4503
1234
3642
8589
1456
1721
6552
4203
5211
5287
8826

User Security PIN's


- It is recommended to create Password Lists to secure the Conference Applications
- **Example:**
 - Go to Miscellaneous>Password Lists and Add a new Password List
 - Name userbridgepins
 - Source Internal DB
 - Enter Numeric Password/PIN codes separated by a carriage return into the list
- Usage:
 - User Passwords can be shared by an unlimited number of callers. It is recommended to give each Admin one or more unique PIN's so they can schedule their conference calls with Users

Password List

General

Options

Source

Type  : Internal DB
Default: Internal DB

* Password/PIN : 5287
8826
2833
3625
3591
7089

Add Conference :

Example: * Go to Applications>Conferences and Add a new Conference * Select the Tenant * Enter 1 into the Conference # * Name the conference 'conference1' * Leave the User PIN and Admin PIN fields blank * Click Add when done

Application Manager: Conferences

Applications

Auto Attendants


Conferences

Custom Scripts

Scheduled Tasks

Conferences

General

* Tenant  : default

* Conference # : 1

* Name : conference1

Description :

User PIN :

Admin PIN :

Application | Admin Extension

- Add a new Application
- Enter *850 into the Extension field
- Click on Destination

Applications

General

Destination

Conference

* Tenant  : debcomainbtn ▼

* Extension : *850

Description : bridge 1 adm

Configure Destination


- Choose Destination 'GotoConference' from the drop list
- Choose 'conference1'
- Allow Extensions to use this application as destination ? [x]
- Other Options on this page are optional
- Click on the Conference Tab

Applications

General

Destination

Conference

* Destination  : Goto Conference ▼


* Destination Conference : conference1 (1) ▼

Schedule : default ▼

Options

Language : Default ▼

Allow Extensions to use this application as destination ? :

Map to Dynamic Feature Code ?  :

Prefix to add to CallerID Number :

Include current CallerID ? :
Default: True

Prefix to add to CallerID Name :

Include current CallerID Name ? :
Default: True

Admin Options

- To allow an Admin to have advanced options you have to create an application and set the destination to Conference and set the mode to Admin/Marked Mode and check the option 'Present Menu (User/Admin)' by pressing * : [x]

- For security it is also recommended that you enable 'Wait until the marked user enter before allow talk : [x]' This will prevent Users from using the Conference if the Admin did not schedule a conference.
- Use the Authentication (PIN) drop list to select Password List and use the drop list to select ' adminbridgepins '
- Then by pressing the * key during an ACTIVE Conference the Admin user will have access to Admin functions:
 1. Mute/unmute yourself
 2. Lock/Unlock conference
 3. Eject last user who joined conference
 4. Decrease Volume of Conference with each 4 you pres
 5. To extend the conference duration if scheduled
 6. Increase Volume of Conference with each 6 you press
 7. Decrease your volume
 8. Increase your volume
 9. provides additional ADMIN options
 1. List all users
 2. Kick all users out of conference.
 3. Mute all non - admin users in the conference.
 4. Record the conference
 10. To return to conference
- Click on Add when done

Applications

| | | |
|---------|-------------|------------|
| General | Destination | Conference |
|---------|-------------|------------|

Mode : Admin/Marked Mode
Default: none

Announce user Join/Leave :

Do not review Announce message ? :

Quiet mode (don't play enter/leave sounds) :

Enable Music On Hold when the conference has a single caller :

Music On Hold : default (debcomainbtn)

Wait until the marked user enter before allow talk :

Allow user to exit by pressing # :

Present Menu (User/Admin) by pressing * :

Enable On-Demand PIN ? :
The first participant joining a conf will be able to set a PIN that will be needed by anyone else jo

Allow to join only if an On-Demand PIN is defined ? :

Monitor Conference? :

Merge In/Out monitor files? :

Authentication/Password

Authentication (PIN) ? : Password List
Default: none

Message to play : agent-pass
Default: agent-pass

* Password List : adminbridgepins

Remember Password ? :

Schedule : Any Time
If you defined a schedule, a password will only be required during the specified time span.

Set Account Code to the password that is entered ? :

Application | User Extension

- Add a new Application
- Enter *851 into the Extension field
- Click on Destination

Applications

| | | |
|---------|-------------|------------|
| General | Destination | Conference |
|---------|-------------|------------|

* Tenant : default



* Extension : *851

Description : conference user

Configure Destination

- Choose Destination 'GotoConference' from the drop list
- Choose the 'conference1'
- Allow Extensions to use this application as destination ? [x]
- Other Options on this page are optional
- Click on the Conference Tab

Applications

| General | Destination | Conference |
|--|-------------|------------|
| <p>* Destination  : Goto Conference ▼</p> | | |
| <p>* Destination Conference : conference1 (1) ▼</p> | | |
| <p>Schedule : default ▼</p> | | |
| Options | | |
| <p>Language : Default ▼</p> | | |
| <p>Allow Extensions to use this application as destination ? : <input checked="" type="checkbox"/></p> | | |
| <p>Map to Dynamic Feature Code ?  : <input type="checkbox"/></p> | | |
| <p>Prefix to add to CallerID Number : <input type="text"/></p> | | |
| <p>Include current CallerID ? : <input checked="" type="checkbox"/> Default: True</p> | | |
| <p>Prefix to add to CallerID Name : <input type="text"/></p> | | |
| <p>Include current CallerID Name ? : <input checked="" type="checkbox"/> Default: True</p> | | |

User Options

- Set the Mode to 'Talk/Listen'
- For security it is also recommended that you enable 'Wait until the marked user enter before allow talk : [x]' This will prevent Users from using the Conference if the Admin did not schedule a conference.
- Use the Authentication (PIN) drop list to select Password List and use the drop list to select 'userbridgepins' from the list
- Other options can be customized as needed
- Click on Add when done

Applications

| | | |
|---------|-------------|-------------------|
| General | Destination | Conference |
|---------|-------------|-------------------|

| | |
|---|---|
| Mode : | Admin/Marked Mode ▾ |
| | Default: none |
| Announce user Join/Leave : | <input checked="" type="checkbox"/> |
| Do not review Announce message ? : | <input type="checkbox"/> |
| Quiet mode (don't play enter/leave sounds) : | <input type="checkbox"/> |
| Enable Music On Hold when the conference has a single caller ⓘ | <input checked="" type="checkbox"/> |
| Music On Hold : | default (debcomainbtn) ▾ |
| Wait until the marked user enter before allow talk : | <input checked="" type="checkbox"/> |
| Allow user to exit by pressing # : | <input checked="" type="checkbox"/> |
| Present Menu (User/Admin) by pressing * : | <input checked="" type="checkbox"/> |
| Enable On-Demand PIN ? : | <input type="checkbox"/> |
| | <i>The first participant joining a conf will be able to set a PIN that will be needed by anyone else jo</i> |
| Allow to join only if an On-Demand PIN is defined ? : | <input type="checkbox"/> |
| Monitor Conference? ⓘ | <input checked="" type="checkbox"/> |
| Merge In/Out monitor files ? : | <input checked="" type="checkbox"/> |

| | |
|---------------------------------|--|
| Authentication/Password | |
| Authentication (PIN) ? ⓘ | Password List ▾ |
| | Default: none |
| Message to play : | agent-pass <input type="button" value="Browse"/> |
| | Default: agent-pass |
| ★ Password List : | adminbridgepins ▾ |
| Remember Password ? ⓘ | <input type="checkbox"/> |

| | |
|--|--|
| Schedule : | Any Time ▾ |
| | <i>If you defined a schedule, a password will only be required during the specified time span.</i> |
| Set Account Code to the password that is entered ? : | <input checked="" type="checkbox"/> |

Audio|IVR Prompt

- Go to Audio>IVR Prompts
- Add a new Prompt
- Type choose 'IVR' from the drop list
- Name 'conference1announce'
- Description:If you are the administrator of this conference please press 1If you are a conference participant please press 2
- Protect this prompt with a Password
- Click on Add when done
- Commit your changes
- Dial the phrase management feature code from a registered extension and record the prompt as described.

IVR Prompts

General

| | |
|----------------|--|
| * Tenant | : All (Global) |
| Message # | : 0104 Default: 0105 |
| * Type | : IVR |
| Name | : conference1announce |
| Description | : If you are the administrator of this conference please press 1 If you a conference participant please press 2 |
| Password (PIN) | : 6386 |

Auto Attendant

Conference1

- You need to create an Auto Attendant to allow the Admin and Users to call into the bridge
- Example:
- Go to Applications>Auto Attendants and Add a new Auto Attendant
- Choose your tenant
- Name the AA 'conference1aa
- Click on the Options tab

Auto Attendants

| | | | |
|-------------|--|-----------------|-------------|
| General | Options | Keys Assignment | Custom Keys |
| * Tenant | : default | | |
| * Name | : conference1aa | | |
| | <i>Name must contain only alphanumerical characters.</i> | | |
| Description | | | |

Options

- In the Announcement Messages submenu use the Select button to select the conference1announce prompt
- Click on the Keys Assignment tab when done

Auto Attendants

| | | | |
|---------|---------|-----------------|-------------|
| General | Options | Keys Assignment | Custom Keys |
|---------|---------|-----------------|-------------|

Report Sort Order :
Highest value will be sorted first on Reports -> IVR.

Maximum Concurrent Calls :
If empty or set to 0, no limit will be enforced.

★ Wait for response (sec) : ▼
Default: 03


★ Wait for key press (sec) : ▼
Default: 03

Language : ▼

Announcement Messages

Time Delay before announcement playback :
You can specify 0.5 for an 1/2 seconds.

Announce Message(s) :


[Select](#)


Keys Assignment


- Press 1 Destination #1 drop list Application>Application *850
- Press 2 Destination #1 drop list Application>Application *851
- Press 3 Destination #1 drop list Repeat Menu
 - Maximum Repeat 3
 - Destination #2 drop list Hangup
 - Hangup Cause ISDN 16
- No Input Destination #1 drop list Repeat Menu
 - Maximum Repeat 3
 - Destination #2 drop list Hangup
 - Hangup Cause ISDN 16
- Invalid Input Destination #1 drop list Repeat Menu
 - Maximum Repeat 3
 - Destination #2 drop list Hangup
 - Hangup Cause ISDN 16
- Click on Add when done


Auto Attendants


| | | | |
|---------|---------|------------------------|-------------|
| General | Options | Keys Assignment | Custom Keys |
|---------|---------|------------------------|-------------|

Press '1' for ...


Destination #1  : Application ▼
* Application : *850: bridge 1 admin ▼


Destination #2  : None ▼


Authentication (PIN) ?  : None ▼
Default: none


Prefix CallerID ?  :

Press '2' for ...


Destination #1  : Application ▼
* Application : *851: conference user ▼


Destination #2  : None ▼

Authentication (PIN) ?  : None ▼
Default: none

Prefix CallerID ?  :

Press '3' for ...




Destination #1  : Repeat Menu ▼
Maximum Repeat :
Default: 3

Destination #2  : Hangup ▼
* Hangup Cause : ISDN 16: Normal call clearing ▼
Default: ISDN 16: Normal call clearing

conference1aa




- Go to Applications and Add a new Application
- Choose your tenant
- Enter extension *800
- Description 'conference1aa'
- Click on the Destination tab
- Choose drop list 'GotoMenu (IVR)'
- Choose drop list GotoMenu conference1aa
- Allow Extensions to use this application as destination ? [x]
- Click on Add when done

Applications

| | |
|---|--------------------|
| General | Destination |
| * Destination  : Goto Menu (IVR) ▼ | |
| * Goto Menu : conference1aa ▼ | |
| Schedule : default ▼ | |
| Options | |
| Language : Default ▼ | |
| Allow Extensions to use this application as destination ? : <input checked="" type="checkbox"/> | |
| Map to Dynamic Feature Code ?  : <input type="checkbox"/> | |
| Prefix to add to CallerID Number : <input type="text"/> | |
| Include current CallerID ? : <input checked="" type="checkbox"/> Default: True | |
| Prefix to add to CallerID Name : <input type="text"/> | |
| Include current CallerID Name ? : <input checked="" type="checkbox"/> Default: True | |
| Authentication/Password | |
| Authentication (PIN) ?  : None ▼ Default: none | |
| Add | Cancel |

- Go to Lines and Add a new Incoming Line
- Choose your tenant
- Type drop list Extension (DNIS)
- Enter a valid DNIS extension for your system
- Choose your trunk
- Description 'conference1aa
- Click on the Destination tab

Incoming Lines

| | | | | | |
|---|-------------|---------|----------|------------------|----------|
| General | Destination | Options | Security | Advanced Options | CallerID |
| * Tenant  : default ▼ | | | | | |
| Type  : Extension (DNIS) ▼ | | | | | |
| * Extension (DNIS) : 905558002 | | | | | |
| * Trunk  : gateway (SIP) (Global) ▼ | | | | | |
| Description : conference1aa | | | | | |

- Destination drop list Auto Attendant
- Menu conference1aa
- Other options are not mandatory
- Click Add when done

Incoming Lines

| General | Destination | Options | Security | Advanced Options | CallerID |
|---|-------------|---------|----------|------------------|----------|
| Destination #1 | | | | | |
| Destination ⓘ : Auto Attendant Default: none | | | | | |
| ★ Menu : conference1aa | | | | | |
| Destination #2 | | | | | |
| Destination ⓘ : None Default: none | | | | | |

Applications

- Go to Manager>Class of Service
- Edit at least one Class of Service which will be applied to extension(s) able to dial the conference1aa application *800
- Edit the Applications Tab
- Ensure that at least *800:conference1aa is added to the existing list
- Ensure this Class of Service is applied to each extension able to dial *850:conference1aa

Class of Service

| General | Services | Applications | Local Extensions | Outgoing Lines | Miscellaneous |
|--|----------|--------------|------------------|----------------|---------------|
| Enable All Applications ? ⓘ : <input type="checkbox"/> | | | | | |
| Allow Applications : *800: conference1aa | | | | | |
| <div style="text-align: right;">Select</div> | | | | | |
| Save Copy Cancel | | | | | |

USAGE

- Internal extensions dial *800 and follow the audible prompts depending on their role either Admin or User
- External callers must Dial the Incoming Line number and follow the audible prompts depending on their role either Admin or User