# **SCOPTEL IP PBX Software - Managing Conferences**

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#### **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 .
- SCOPTEL 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 DND Codes** Password List **Password List** Options Source General 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

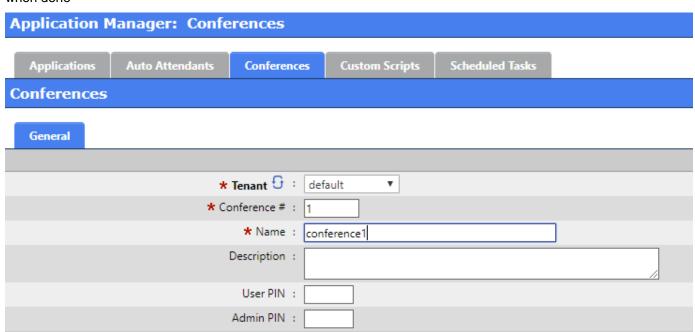
# **User Security PIN's**

- 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

# 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 | Admin Extension**

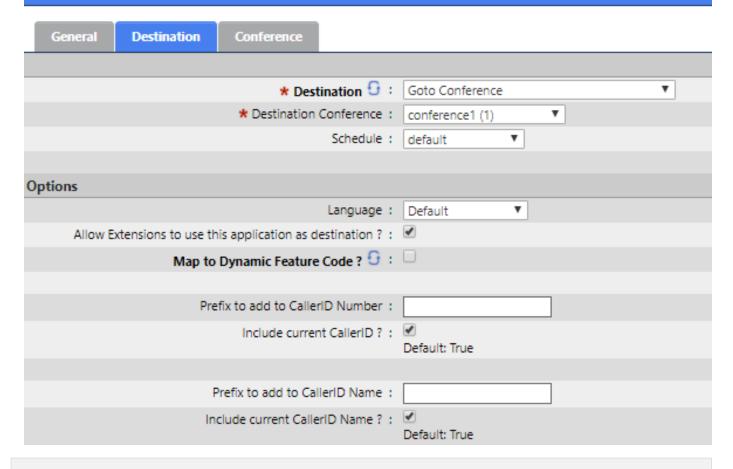
- Add a new Application
- Enter \*850 into the Extension field
- Click on Destination

# General Destination Conference \* Tenant □: debcomainbtn ▼ \* Extension: \*850 Description: bridge 1 admih

# **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

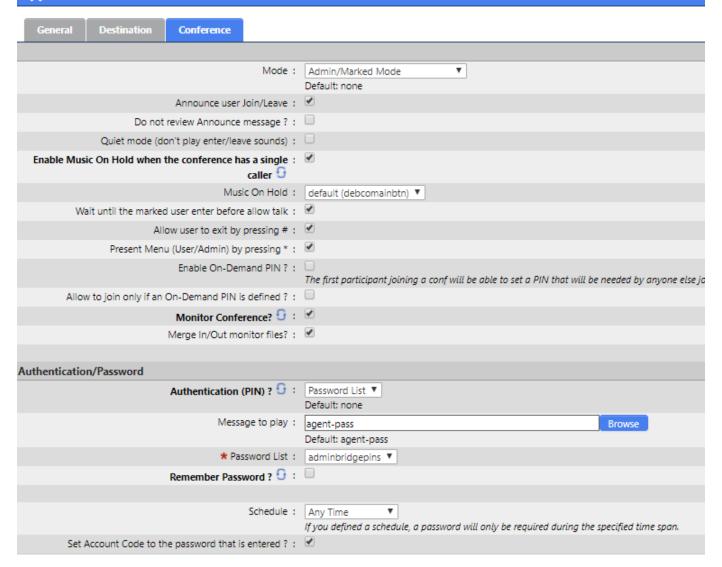
#### **Applications**



# **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]'

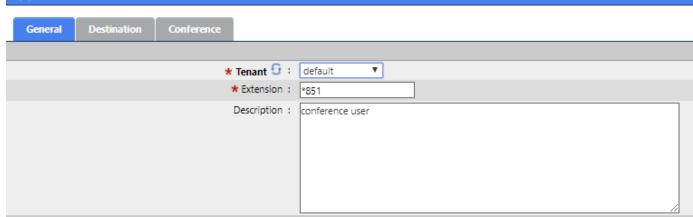
- For security it is also recommended that you enable 'Wait until the marked user enter before allow talk : [x]' This will prevent Users from using the Conference if the Admin did not schedule a conference.
- Use the Authentication (PIN) drop list to select Password List and use the drop list to select 'adminbridgepins' from the list
- 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



# **Application | User Extension**

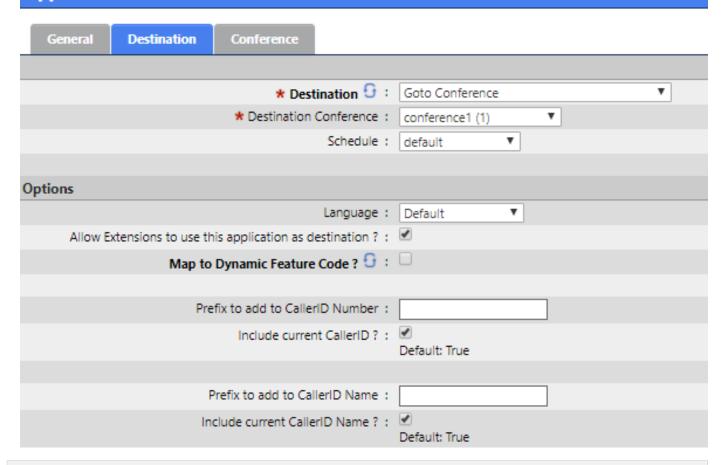
- Add a new Application
- Enter \*851 into the Extension field
- Click on Destination

#### **Applications**



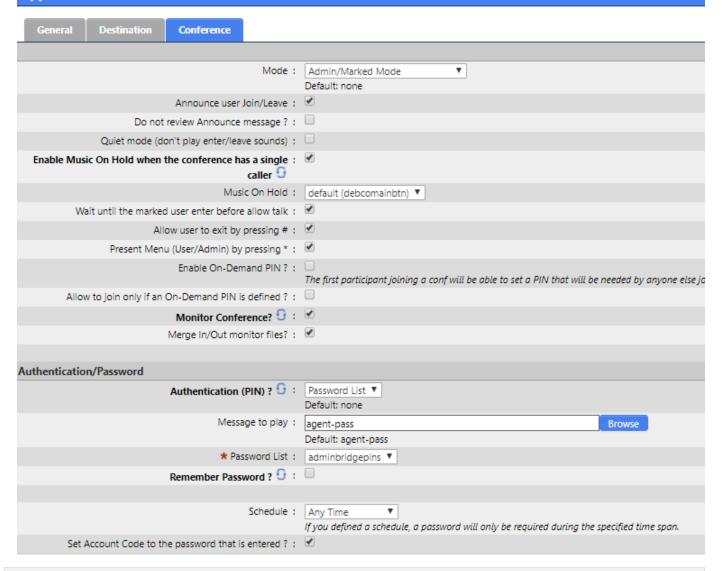
# **Configure Destination**

- 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



# **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



# **Audio|IVR Prompt**

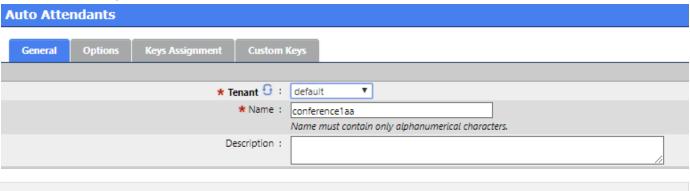
- Go to Audio>IVR Prompts
- Add a new Prompt
- Type choose 'IVR' from the drop list
- Name 'conference1announce'
- Description:If you are the administrator of this conference please press 1If you are a conference participant please press 2
- · Protect this prompt with a Password
- · Click on Add when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

# 

#### **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



# **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** Keys Assignment Custom Keys Options 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): 03 ▼ Default: 03 ★ Wait for key press (sec) : 03 ▼ Default: 03 Language : Default ₹ **Announcement Messages** Time Delay before announcement playback: You can specify 0.5 for an 1/2 seconds. Announce Message(s): 0104 : conference1announce (Global)

# Keys Assignment

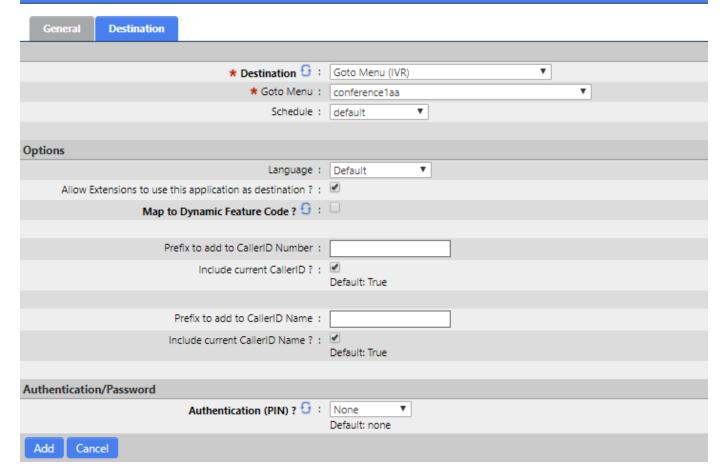
- Press 1 Destination #1 drop list Application>Application \*850
- Press 2 Destination #1 drop list Application>Application \*851
- Press 3 Destination #1 drop list Repeat Menu
  - Maximum Repeat 3
  - Destination #2 drop list Hangup
  - Hangup Cause ISDN 16
- No Input Destination #1 drop list Repeat 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** Options Keys Assignment Press '1' for ... Destination #1 😏 : Application \* Application: \*850: bridge 1 admin • Destination #2 0 : None ▼ Authentication (PIN) ? 5 : None Default: none Prefix CallerID ? 0 : Press '2' for ... Destination #1 🖯 : Application \* Application : \*851: conference user Destination #2 0 : None ₹ | Authentication (PIN) ? 5 : None Default: none Prefix CallerID ? : Press '3' for ... Destination #1 5 : Repeat Menu \* Maximum Repeat : 3 Default: 3 Destination #2 0 : Hangup ▼ \* Hangup Cause: ISDN 16: Normal call clearing ₹.

Default: ISDN 16: Normal call clearing

#### conference1aa

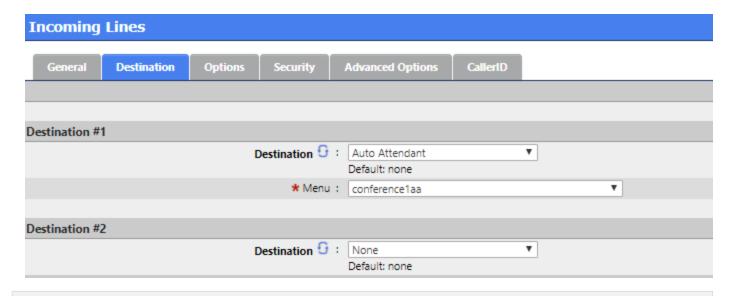
- Go to Applications and Add a mew Application
- Choose your tenant
- Enter extension \*800
- Description 'conference1aa
- Click on the Destination tab
- Choose drop list 'GotoMenu (IVR)
- Choose drop list GottoMenu conference1aa
- Allow Extensions to use this application as destination ? [x]
- Click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



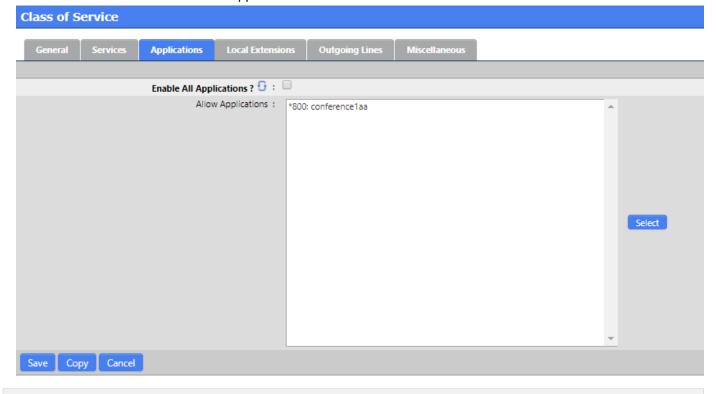
- Go to Lines and Add a new Incoming Line
- Choose your tenant
- Type drop list Extension (DNIS)
- Enter a valid DNIS extension for your system
- Choose your trunk
- Description 'conference1aa
- Click on the Destination tab

# General Destination Options Security Advanced Options CallerID \* Tenant : default Type : Extension (DNIS) \* Extension (DNIS): 9055558002 \* Trunk : gateway (SIP) (Global) Description: conference1aa

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



- Go to Manager>Class of Service
- Edit at least one Class of Service which will be applied to extension(s) able to dial the confernce1aa 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



# **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