

RGA APPLICATION GATEWAY CONFERENCE USER GUIDE

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**NEC Corporation of America
6535 N. State Highway 161
Irving, TX 75039-2402**

Communications Technology Group

TABLE OF CONTENTS

Chapter 1 RGA Application Gateway Conference User Guide

Section 1	Introduction	1-1
Section 2	RGA Application Gateway Audio Conference Administration	1-1
2.1	Features	1-1
2.2	Logging On	1-2
2.3	Using the Menu	1-4
2.4	Account Profile	1-5
2.5	Resources Menu	1-7
2.6	Services Menu	1-8
2.7	RealView	1-9
2.8	Reports Menu	1-9
2.9	Creating Users	1-10
2.10	The Edit User Page	1-12
2.11	Using Conferences	1-13
2.12	Managing Conferences	1-14
2.13	The Add Conference Page	1-15
2.14	Basic Settings	1-16
2.15	Audio Messages and Music	1-16
2.16	Audio Options	1-16
2.17	Conference Scheduling	1-20
2.18	The Edit Conference Page	1-23
2.19	Inviting Users to Your Conference	1-23

2.20	Accepting an Invitation	1-26
2.21	Conducting Audio Conferences	1-27
2.22	Joining a Conference	1-27
2.23	Conference Dialout	1-27
2.24	Cancel Dial Out	1-28
2.25	In Conference DTMF Controls	1-28
2.26	Start and Stop Recording	1-30
2.27	Lock and Unlock a Conference	1-30
2.28	Collect Votes	1-30
2.29	Terminate an Active Conference	1-31
2.30	Viewing the End of Conference Summary Report	1-31
2.31	Participant DTMF Controls	1-32
2.32	Moderator DTMF Controls	1-32
2.33	RealView™	1-33
2.34	Reports	1-38
2.35	Summary Report	1-40

LIST OF FIGURES AND TABLES

Figure 1-1	Log In Screen	1-3
Figure 1-2	The Home Page	1-4
Figure 1-3	Account Profile Page	1-5
Figure 1-4	The Edit Account Profile Page	1-6
Figure 1-5	Users	1-10
Figure 1-6	Add User Page	1-11
Figure 1-7	Edit User Page	1-12
Figure 1-8	The Conferences Page	1-14
Figure 1-9	The Add Conferences Page	1-15
Figure 1-10	Audio Messages and Music Screen	1-16
Figure 1-11	Play Entry Name As Screen	1-17
Figure 1-12	Raising Hand Screen	1-17
Figure 1-13	Security Options	1-18
Figure 1-14	Callout Options	1-18
Figure 1-15	Add Conference Page Scheduling Options	1-20
Figure 1-16	Edit Schedule	1-21
Figure 1-17	Scheduling a Conference	1-22
Figure 1-18	Edit Conference Page	1-23
Figure 1-19	Inviting Users to your Conference	1-24
Figure 1-20	File Download Dialog for Conference Invitation	1-24
Figure 1-21	Sample Outlook Conference Appointment	1-25
Figure 1-22	Inviting Attendees using Outlook	1-26
Figure 1-23	The End of Conference Summary Report	1-31
Table 1-1	Participant DTMF Controls	1-32
Table 1-2	Moderator DTMF Controls	1-32
Figure 1-24	The RealView Page	1-34
Figure 1-25	Transferring Conference Participants using RealView	1-36

Figure 1-26	Transferring Selected Participants to Destination Conference	1-37
Figure 1-27	Transfer Confirmation	1-37
Figure 1-28	Completed Transfer	1-37
Figure 1-29	The Service Reports Page	1-38
Figure 1-30	Report Details File	1-39
Figure 1-31	Service Summary Report	1-40
Figure 1-32	The Detailed Service Activity Log	1-41

CHAPTER 1 ***RGA Application Gateway Conference User Guide***

SECTION 1 INTRODUCTION

The System Administrator is responsible for configuring the conferencing application for their site.

This manual provides instructions for a Moderator's configuring RGA Conferencing Accounts.

SECTION 2 RGA APPLICATION GATEWAY AUDIO CONFERENCE ADMINISTRATION

This section explains the features and procedures for the use of the RGA Application Gateway audio conferencing applications.

The audio conferencing applications include the following conference types:

- ☐ Reservation-less Meet Me conference
- ☐ Reservation based Meet Me conference
- ☐ Dial-out from conference
- ☐ Recurring conference

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 access the user interface.

2.1 Features

Basic Conference Features:

- ☐ Select entry and exit tones.
- ☐ Select memorable vanity Access Codes and PINs.
- ☐ Select name announcement on/off.
- ☐ Select enter audio conference muted on/off etc.

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

Enhancement I License Features:

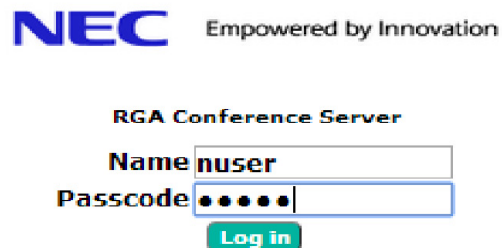
- Conference Recording, capacity 1000 minutes
- Record entire conference or excerpts from a conference
- Conference playback via Media Player

2.2 Logging On

1. Access the conference user interface through a standard Web browser (Internet Explorer 9.0 or higher, Firefox, or Google Chrome).
2. Type the server's IP Address in your browser's URL (Universal Resource Locator) field followed by 8008, for example "YourURL:8008". If a URL has not been created yet, use the default IP Address followed by 8008:

`http://192.168.1.1:8008`

The system displays the Log In page, shown below.



NEC Empowered by Innovation

RGA Conference Server

Name


Passcode

Figure 1-1 Log In Screen

To manage your conferences, complete the following steps:

1. Enter the Login Name (default: **nuser**).
2. Enter your Passcode (default: **nuser**).
3. Select Log in.

The system displays the Home Page, which is pointed to Defined Conferences by default.

 Please contact your Conference Administrator for user specific login credentials.

2.3 Using the Menu

The Home Page allows you to access the other screens, such as managing your profile and creating conferences. The Home Page also lists the existing conference rooms in your account.

NEC admin RGA Conference Server 2014-04-22 13:09 Logout

Account Profile Resources Services Real View Reports Administration Additions Help

Last login: 2014-04-22 17:52:34 UTC from 172.24.71.122

Conferences

Add Find On Date Delete

No.	Account	Subject	iCal	Comments	Moderator	Participant	Select
1	admin	Conference for Schedule Discussion with RP	iCal	ON-DEMAND	140114	0114	<input type="checkbox"/>
2	admin	Conference for XQP and Shelton	iCal	ON-DEMAND	2121	1414	<input type="checkbox"/>
3	bjposey	Conference for bjposey	iCal	ON-DEMAND	34527	98430	<input type="checkbox"/>
4	dblake	Conference for dblake	iCal	ON-DEMAND	86570	58163	<input type="checkbox"/>
5	dsidwell	Conference for dsidwell	iCal	ON-DEMAND	11127	13710	<input type="checkbox"/>
6	gkammeyer	Conference for gkammeyer	iCal	ON-DEMAND	13740	95695	<input type="checkbox"/>
7	hkitami	Conference for hkitami	iCal	ON-DEMAND	92364	44201	<input type="checkbox"/>
8	mdelzer	Conference for mdelzer	iCal	ON-DEMAND	12345	54321	<input type="checkbox"/>
9	mhughes	Conference for mhughes	iCal	Call-in: Scheduled for Wed, 23 Apr 2014 08:30:00 -0500 (CDT) Recurring, Ports=9	88256	50351	<input type="checkbox"/>
10	nuser	Conference for nuser	iCal	ON-DEMAND	11111	22222	<input type="checkbox"/>
11	pmatte	Conference for pmatte	iCal	Schedule expired	116269	43774	<input type="checkbox"/>
12	pvtital	Conference for pvttal	iCal	ON-DEMAND	27168	49295	<input type="checkbox"/>
13	resty	Conference for resty	iCal	ON-DEMAND	86206	13183	<input type="checkbox"/>
14	stthomas	Conference for stthomas	iCal	ON-DEMAND	16220	48647	<input type="checkbox"/>
15	stthomas	Conference for stthomas	iCal	ON-DEMAND	59303	84480	<input type="checkbox"/>

← Previous 1 2 Next →

Figure 1-2 The Home Page

The following sections explain the different tabs and associated drop down menus.

2.4 Account Profile

This tab shows the various items associated with your moderator account. These include your contact information and other service defaults.

The screenshot shows the 'Account Profile' page of the NEC RGA Conference Server. The page has a blue header bar with the text 'NCC nuser RGA Conference Server 2014 04 24 09:09 Logout'. Below the header is a navigation bar with tabs: 'Account Profile', 'Resources', 'Services', 'Real View', 'Reports', and 'Help'. The 'Account Profile' tab is selected. The page is divided into three main sections: 'Personal Info', 'Service Privileges', and 'Service Defaults'. The 'Personal Info' section contains fields for 'Login' (nuser), 'New Password', 'Confirm New Password', 'First Name' (nuser), 'Middle Name', 'Last Name' (nuser), 'Nickname', 'Primary Phone' ((214)555-3900), 'Alternate Phone 1', 'Alternate Phone 2', 'Alternate Phone 3', 'Primary Email' (nuser@ncc.com), 'Secondary Email', 'SMS Address', 'Pager Address', 'Page Size' (1h), 'Language' (en-US), and 'Time zone' ((CMT 06:00) Central Time (US & Canada)). A note at the bottom of this section states: '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.' The 'Service Privileges' section includes checkboxes for 'Audio Conferencing (view)', 'Audio Conferencing (add/delete)', 'Conference Dialout', 'Audio Files', and 'Resview'. The 'Service Defaults' section includes checkboxes for 'Conferences wait for moderator', 'Conferences disconnect lone participants', 'Conferences stop when moderator disconnects', 'Conferences play Wait-Fur-Conference message', 'Conferences play About-To-Join message', and 'Conferences drop dial-out calls when all dial-in callers disconnect'. The 'Email Settings' section includes a checkbox for 'Send email summary reports' and an 'Email Provider Settings' section with fields for 'Server' (mail.homesteadmail.com), 'Port' (110), 'User Name' (consultants), 'Password' (*****), and 'Authentication' (Plain, Login, Cram-MD5). A 'Test' button is located next to the 'Password' field.

Figure 1-3 Account Profile Page

Managing your Profile

This section explains how to update your profile.

The Account Profile page allows you to control your personal information and view the privileges and defaults.

The Edit Account Profile Page

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

NEC nuser RGA Conference Server 2014-04-24 09:09 Logout

Account Profile Resources Services Real View Reports Help

Cancel Account Profile Submit

Personal Info

Login: nuser

New Password:

Confirm New Password:

First Name: nuser

Middle Name:

Last Name: nuser

Nickname:

Primary Phone: (214)555-3900

Alternate Phone 1:

Alternate Phone 2:

Alternate Phone 3:

Primary Email: nuser@nec.com

Secondary Email:

SMS Address:

Pager Address:

Page Size: 15 [0 means unlimited]

Language: en-US

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.

Service Privileges

- ☒ Audio Conferencing (view)
- ☒ Audio Conferencing (add/delete)
- ☒ Conference Dialout
- ☒ Audio Files
- ☒ Realview

Service Defaults

- ☐ Conferences wait for moderator
- ☐ Conferences disconnect lone participants
- ☐ Conferences stop when moderator disconnects
- ☐ Conferences play Wait-For-Conference message
- ☐ Conferences play About-To-Join message
- ☒ Conferences drop dial-out calls when all dial-in callers disconnect

Email Settings

☒ Send email summary reports

Email Provider Settings

Server: mail.homesteadmail.com Port: 110

User Name: consultants

Password: *****

Authentication: ☐ Plain ☒ Login ☐ Cram-MD5


Test

Figure 1-4 The Edit Account Profile Page

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

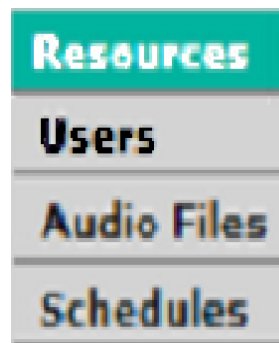
1. Confirm your Personal Information. Required information includes:
 - ☐ Either a first name or last name
 - ☐ At least one phone number or email/sms/pager address. Note SMS will be supported in a future build.
2. Select your home time zone from the Time Zone drop down list.

3. The Privileges on the right side identify the services that are turned on by the System Administrator for this account.
4. Select or deselect the Defaults as applicable from the following. These Defaults will apply to any conference added by the Moderator, but do not change existing conferences.
 - 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 dialout calls when all dial-in calls disconnect box to indicate that conferences will have the Drop Dialout calls when all dial-in callers disconnect option selected as the default.

 Changing any “Service Default” options does not affect any existing conferences, only new conferences.
5. Enable Conference Summary Report Emails.
6. Select Submit to save changes to your profile information or Cancel to ignore the changes and return to the Home page.


2.5 Resources Menu

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



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.

-  Caller ID information is not provided on calls transferred to the RGA Conference. Inbound trunk calls must be directed to the conference pilot for Caller ID to be provided.

Manual User Creation

The Moderator can create Users in the system manually. For adding users manually, Click on Add and then fill out the form shown. The minimum required fields are First Name, Last Name and a phone number.

Individual Moderators can create their own Users in their personal accounts.

Audio Files

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

Schedules

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

2.6 Services Menu

This menu shows the services associated with your Moderator account.



Conferences

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

2.7 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 [Section 2.33 RealView™ on page 1-33](#).

- ✎ Caller ID information is not provided on calls transferred to the RGA Conference. Inbound trunk calls must be directed to the conference pilot for Caller ID to be provided.



2.8 Reports Menu

The Reports Menu shows web portal and usage reports for your conferences. For a complete description, refer to [Section 2.34 Reports on page 1-38](#).



Service Reports


A service report is a per instance report on each conference room in your account. There are three reports available under service reports. The Summary report offers a condensed view of the conference. Number of callers that called in, and the number of participants that the moderator dialed calls out to. For the dial out calls there is a count to show how many were successful. The detail report is a csv report that has a row for each attendee. This is a Call Detail Record (CDR) style report. The view shows the relevant portions of the log for that instance for the conference.

Usage Reports

Usage reports are summary reports for a definable time period. For example, if you wanted to know how much time you spent in conference in a given month, week, or day, the usage report will give you a total in summary form.

2.9 Creating Users

This section 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 (commonly referred to as **Caller ID**).

-  Caller ID information is not provided on calls transferred to the RGA Conference. Inbound trunk calls must be directed to the conference pilot for Caller ID to be provided.

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.

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.

Add

Users

Delete

No.	Name	Select
1	Hancock, Bill	<input type="checkbox"/>
2	Smith, John	<input type="checkbox"/>
3	Thomas, Joe	<input type="checkbox"/>


Figure 1-5 Users

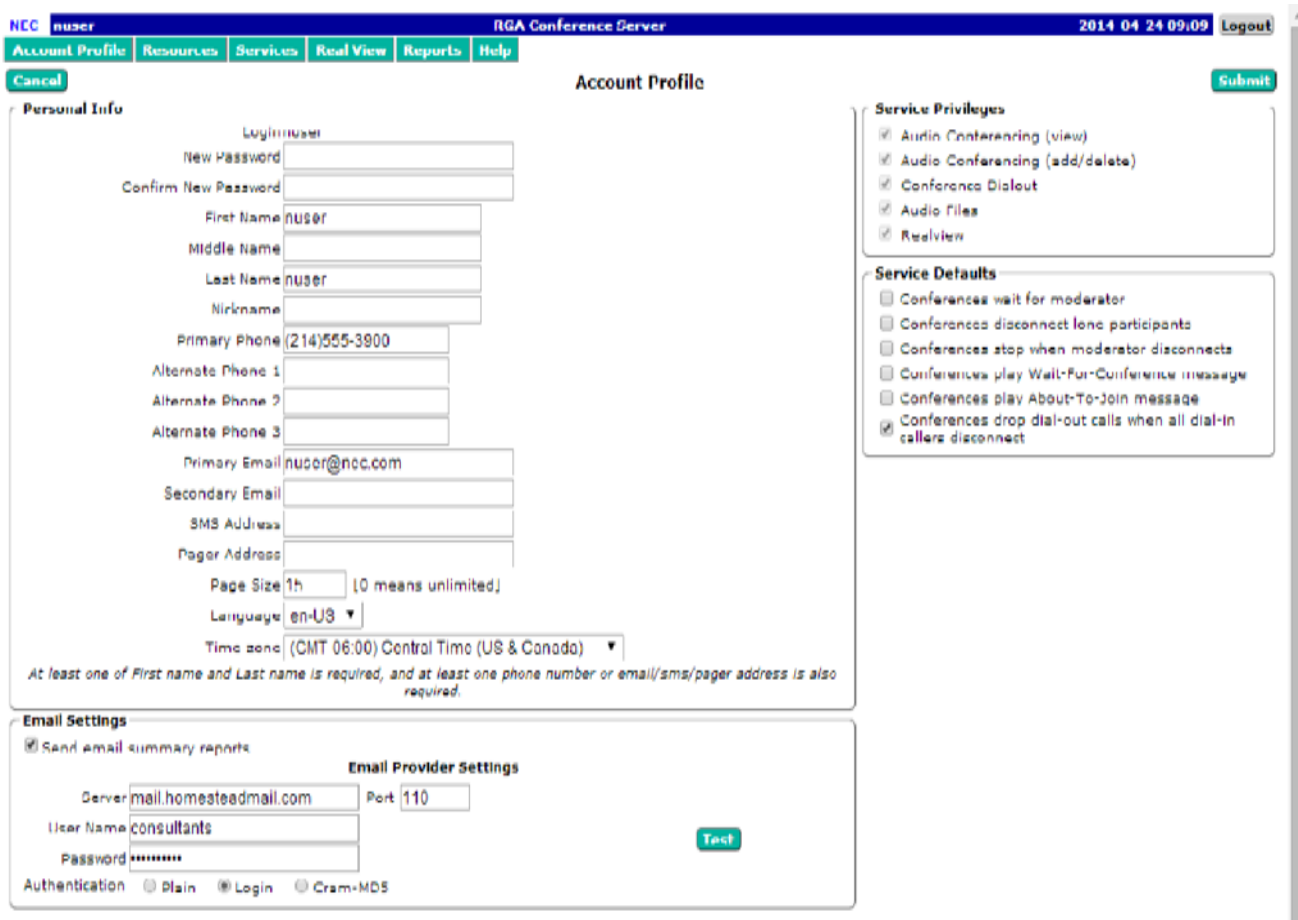
Deleting a User

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.

The Add User Page

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.

 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.



NEC **nuser** RGA Conference Server 2014 04 24 09:09 Logout

Account Profile **Submit**

Personal Info

Login: nuser

New Password:

Confirm New Password:

First Name: nuser

Middle Name:

Last Name: nuser

Nickname:

Primary Phone: (214)555-3900

Alternate Phone 1:

Alternate Phone 2:

Alternate Phone 3:

Primary Email: nuser@ncc.com

Secondary Email:

SMS Address:

Pager Address:

Page Size: 1h (0 means unlimited)

Language: en-US

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.

Service Privileges

- ☒ Audio Conferencing (view)
- ☒ Audio Conferencing (add/delete)
- ☒ Conference Dialout
- ☒ Audio Files
- ☒ Rerollview

Service Defaults

- ☐ Conferences wait for moderator
- ☐ Conferences disconnect lone participants
- ☐ Conferences stop when moderator disconnects
- ☐ Conferences play Wait-For-Conference message
- ☐ Conferences play About-To-Join message
- ☒ Conferences drop dial-out calls when all dial-in callers disconnect

Email Settings

☒ Send email summary reports

Email Provider Settings

Server: mail.homesteadmail.com Port: 110

User Name: consultants

Password:

Authentication: ☐ Plain ☒ Login ☐ Cram-MD5

Test

Figure 1-6 Add User Page

2.10 The Edit User Page

To edit a user, click on their name on the Defined Users Page. Their user profile will be displayed. Make the desired edits, then click **Submit** to save the changes.

Account Profile	Resources	Services	Real View	Reports	Help
Cancel Add User Submit					
First Name	John				
Middle Name					
Last Name	Smith				
Nickname					
Primary Phone	214 555 1212				
Alternate Phone 1					
Alternate Phone 2					
Alternate Phone 3					
Primary Email					
Secondary Email					
SMS Address					
Pager Address					

At least one of First name and Last name is required.

At least one phone number or email/sms/pager address is also required.

Pager addresses are of the format phone number :

@service_provider (Example: 8005551212@verizon.net)

Figure 1-7 Edit User Page

2.11 Using 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 conferences. This chapter explains how to set up conference rooms.

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

On-Demand

The ports used by these conferences are allocated ports on a first come first served basis. The access codes are valid 24/7/365. There is no maximum number of attendees, other than the total ports on the system, or a Moderator limit if enabled. On-Demand conferences will be terminated as necessary for the system to clear room for Scheduled Conferences.

Scheduled

The 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 can not exceed the number of ports reserved. Note: *The duration or number of ports can not be edited once the conference has started.* At the end of the scheduled duration, the conference automatically converts into an On-demand conference, meaning that it can continue until the system needs the ports for another Scheduled conference.

Booked

This is a hybrid between On-Demand and Scheduled. A Booked conference is created by setting the number of reserved ports to 0 in a Scheduled Conference, which has the following effects. The conference behaves like an On-Demand conference, in that there are no ports reserved and no maximum number of Attendees. At the same time, the Access Codes are only valid during the scheduled duration and the conference shows on the Conferences page as scheduled. Note: *In a scheduled or booked conference, an attendee cannot (re)enter the conference after the scheduled end time.*

2.12 Managing Conferences

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

Conferences

Add

Find

X On Date

X

Delete



No.	Account	Subject	iCal	Comments	Moderator	Participant	Select
1	mdelzer	Mine		ON-DEMAND	20760	90613	<input type="checkbox"/>
2	nuser	Conference for nuser		ON-DEMAND	11111	22222	<input type="checkbox"/>

Figure 1-8 The Conferences Page


The system displays the following information related to the conferences:

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

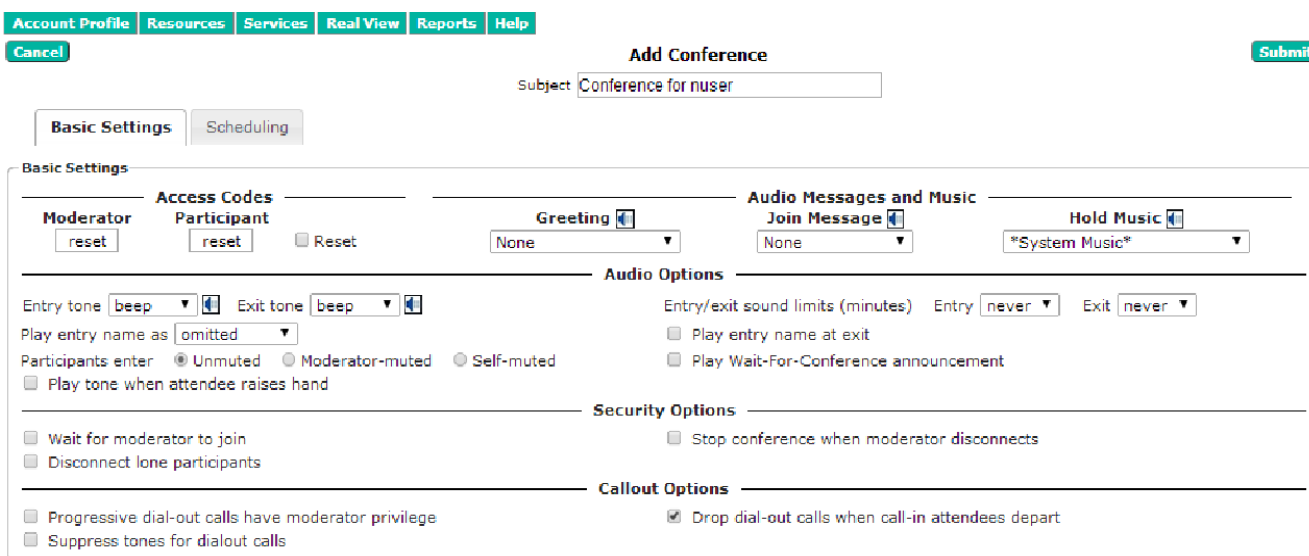
1. To filter the list of conferences, enter one or more characters in the field next to Find and select Find. A conference can also be searched for by date. The system displays any matching conferences.
2. To add a new conference, select **Add** to open The Add Conference Page.

3. To edit an existing conference, select the conference Subject to open The Edit Conference Page for the selected conference.
4. To invite Attendees click on **iCal** to open a Microsoft Outlook or other iCal appointment window with the conference details already populated. The Outlook appointment will be emailed to selected invitees.

 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 .ics file. Some PC's may have other calendar applications specified, such as Lotus Notes.
5. To delete an existing conference, check the **Delete** box next to the conference and select **Delete**.

2.13 The Add Conference Page

The Add Conference Page allows a Moderator to create a new conference room. Once a room is established, it can be used to conduct on-demand conferences or scheduled reservation-based conferences. The scheduled reservation-based conferences can be one time occurrences, or set up as recurring conferences. The on-demand conferences are supported on a “best effort” basis. The reservation-based conferences provide guaranteed audio port availability for the duration of the conference. To open the *Add Conference Page*, go to the *Defined Conferences* page and select **Add**. The system displays the *Add Conference* page, shown below.



The screenshot shows the 'Add Conference' page with a navigation bar at the top containing links: Account Profile, Resources, Services, Real View, Reports, and Help. Below the navigation bar are 'Cancel' and 'Submit' buttons. The main title is 'Add Conference' with a 'subject' field containing 'Conference for nuser'. There are two tabs: 'Basic Settings' (selected) and 'Scheduling'. The 'Basic Settings' section is divided into several sub-sections:

- Access Codes:** Includes 'Moderator' (reset button), 'Participant' (reset button), and a 'Reset' checkbox.
- Greeting:** A dropdown menu set to 'None'.
- Audio Messages and Music:** Includes a 'Join Message' dropdown set to 'None' and a 'Hold Music' dropdown set to '*System Music*'. There is also a speaker icon next to it.
- Audio Options:** Includes 'Entry tone' (beep) and 'Exit tone' (beep) dropdowns with speaker icons. A 'Play entry name as' dropdown is set to 'omitted'. There are radio buttons for 'Participants enter' (Unmuted, Moderator-muted, Self-muted) and a checkbox for 'Play tone when attendee raises hand'. There are also dropdowns for 'Entry/exit sound limits (minutes)' set to 'never'.
- Security Options:** Includes checkboxes for 'Wait for moderator to join', 'Disconnect lone participants', and 'Stop conference when moderator disconnects'.
- Callout Options:** Includes checkboxes for 'Progressive dial-out calls have moderator privilege', 'Suppress tones for dialout calls', and 'Drop dial-out calls when call-in attendees depart' (which is checked).

Figure 1-9 The Add Conferences Page

- ☐ Enter the name of the conference room in the **Subject** field. This name will be the subject of the invitation when you invite users to the conference.

2.14 Basic Settings

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 then click submit to create new Access Codes.

2.15 Audio Messages and Music





Audio Messages and Music		
Greeting 	Join Message 	Hold Music 
None ▼	*About To Join* ▼	*System Music* ▼

Figure 1-10 Audio Messages and Music Screen


Each conference can have Customized audio.wav files. There is the Greeting, which is played after the Attendee enters their Access Code. Next is the Join Message, which is played as the Attendee is placed in conference. If there is any delay, such as waiting for a moderator to join, or the attendee is early, the Hold Music is played to the attendee after the Greeting until the Join Message is played.

For each selection, Greeting, Join Message, and Hold Music:


- Select an Audio File from the drop down menu. For example, **About To Join** in the Join Message to play this announcement before a user enters the conference room.
- Select  to preview the audio file. (The web browser may require the file to be downloaded to be played in the default media player.)

2.16 Audio Options

The audio options are controlled by the **Entry/Exit sound limits**, which defines the amount of time after the start of the conference, Entry and Exit tones and names are no longer played into the conference. The selection never indicates the selected Entry and/or Exit sounds are always played.

- Select an **Entry Tone**. This tone is heard to Attendees when users enter the audio conference.
- Select  to preview the sound. (The web browser may require the

file to be downloaded to be played in the default media player.)

- Select an **Exit Tone**. This tone is heard to Attendees when users leave the audio conference.
- Select to  preview the sound. (The web browser may require the file to be downloaded to be played in the default media player.)
- Select one of the following options for **Play Entry Name** as:

Play entry name as omitted ▼
 Participants enter omitted
recorded
Someone... ☐ Moderator-muted ☐ Self-muted
☐ Play tone when Someone... hand

Figure 1-11 Play Entry Name As Screen

Omitted: The attendees will only hear the entry and exit tones and Audio Message(s) selected

***Recorded*:** After the **Greeting**, 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. If a caller is prompted to record their name before conference entry but does not record a name and does not press # the system will record for 50 seconds then add them to the conference. When the caller is added to the conference the recorded name of “50 seconds of silence” will be played before they are provided voice path.

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.

Hand Raising Features

Participants enter ☒ Unmuted ☐ Moderator-muted ☐ Self-muted
☐ Play tone when attendee raises hand

Figure 1-12 Raising Hand Screen

Attendees can send a tone to the moderator and turn on a indicator displayed in RealView, to indicate that they have a question or wish to speak, using a DTMF command **14#**. The moderator controls whether this tone is played using the **Play tone when attendee raises hand** control.

The settings for when Participants enter the conference: **Unmuted**, **Moderator-muted**, or **Self -Muted** should be selected. Unmuted is set at default conferencing. Use Moderator-muted for Analyst Mode, or use Self Muted for Classroom mode.

Security Options

Security Options

☐ Wait for moderator to join
☐ Disconnect lone participants

☐ Stop conference when moderator disconnects

Figure 1-13 Security Options

- Check the Wait for Moderator to join box to indicate that the conference does not begin until at least one party joins the conference using the Moderator Access Code. The participants will hear the designated Hold Music file until the moderator joins. If the field is not checked, the conference will begin as soon as a second Participant enters the Access Code.
- Check the Disconnect lone participants box to automatically disconnect the last Participant in the conference after the Moderator(s) and other Participants have exited.
- 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 drops in the cellular network.

Callout Options

Callout Options

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

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

Figure 1-14 Callout Options

These options require that the Moderator have the Conference Dialout Privilege. Please contact the System Administrator about activating this feature.





- Check the **Progressive dial-out calls have Moderator privilege** box to give moderator privileges to any Attendees added using Progressive Dialout. This can be used to add a moderator to a conference, i.e. to continue a conference when the original moderator needs to leave.

- Check the **Suppress tones for dialout calls** box to prevent any digits pressed (i.e., 31#) 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 to minimize toll charges associated with outbound calls.

Recording Options (Optional Licensed Feature)

The Recording Options is a licensed feature that is included in the Feature Enhancement I license. Please contact the System Administrator about activating this feature.

These options require that the Moderator have the Conference Recording Privilege.

- Check the **Record conferences** box to have recording start at the beginning of the conference automatically.
 -  Recordings may be started/stopped manually via Realview DTMF digits 41 # - To Start, 42# -To Stop
- 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.
 -  Some email services may limit the file size of out going emails. Depending on the lengthof the recording, files may be larger than the system will allow.
 -  The System Administrator must also configure the system to send summary emails.
 -  The Moderator must set his profile to send Summary Emails for Conferencing. The Moderator account must have email credentials defined in their profile to be used for sending emails.

2.17 Conference Scheduling

Unless the **Schedule This Conference** box is checked on the Scheduling Tab, the conference is On-demand. To schedule the conference, click on the Scheduling tab.

Edit Conference

Cancel Submit

Subject:

Basic Settings **Scheduling** [Account number]

☒ **Enable Scheduling**

Number of ports to reserve [0 means unlimited]

Quick Schedule

☒ Call-in? ☐ No call-in? Timezone:

Begin Date	End Date	Duration	Recurrence
<input type="text" value="05-26-2014"/>	<input checked="" type="checkbox"/> <input type="text" value="07-29-2014"/>	Specific <input type="text" value="5"/> <input type="text" value="00"/> PM thru <input type="text" value="6"/> <input type="text" value="00"/> PM	Day of Month(s) <input type="text" value="4th"/> Monday of Every Month

Use Pre-defined Schedule(s)

Schedule	Call-in	No call-in
4th July	<input type="checkbox"/>	<input type="checkbox"/>
Labor Day	<input type="checkbox"/>	<input type="checkbox"/>
Memorial Day	<input type="checkbox"/>	<input type="checkbox"/>

Figure 1-15 Add Conference Page Scheduling Options

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**.

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.
 - 📌 **End Date** will only appear for a conference if the recurrence is not set to once.
- 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, Week Day(s), Date, and Day of Month(s))**
 - **Once** indicates this is the only occurrence of the conference.

- **Week Day(s)** 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.
- **Day of Month(s)** is used if the conference recurs on the Nth Weekday of each month, e.g. the 1st Tuesday.

Cancel
Edit Schedule
Delete

Schedule name:

Timezone:

Dates And Times For This Schedule

Begin Date	End Date	Duration	Recurrence	Select
<input type="text" value="01-01-2014"/>	<input type="text" value="06-30-2014"/>	Specific <input type="text" value="2"/> <input type="text" value="00"/> <input type="text" value="AM"/> thru <input type="text" value="3"/> <input type="text" value="00"/> <input type="text" value="PM"/>	Day of Month(s) <input type="text" value="1st"/> <input type="text" value="Monday"/> <input type="text" value="Every Month"/>	<input type="checkbox"/>
<input type="text" value="07-01-2014"/>	<input type="text" value="04-22-2014"/>	Specific <input type="text" value="2"/> <input type="text" value="00"/> <input type="text" value="PM"/> thru <input type="text" value="3"/> <input type="text" value="00"/> <input type="text" value="PM"/>	Day of Month(s) <input type="text" value="3rd"/> <input type="text" value="Wednesday"/> <input type="text" value="Every Month"/>	<input type="checkbox"/>

More
Save

Figure 1-16 Edit Schedule

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 define recurrences, for example there is a conference that occurs on the 1st and 3rd Tuesday of each month. Schedules can be stacked, meaning that multiple schedules can be enabled for a single conference.

Cancel

Edit Conference

Submit

Subject

Production

Basic Settings

Scheduling

[Account nuser]

☒ 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
05-26-2014	07-29-2014	Specific 5:00 PM thru 6:00 PM	Day of Month(s) 4th Monday of Every Month

Use Pre-defined Schedule(s)

Schedule	Call-in	No call-in
4th July	<input type="checkbox"/>	<input type="checkbox"/>
Labor Day	<input type="checkbox"/>	<input type="checkbox"/>
Memorial Day	<input type="checkbox"/>	<input type="checkbox"/>

Figure 1-17 Scheduling a Conference

Select **Submit** to save the conference information, or **Cancel** to ignore the changes and return to the Defined Conferences page.

2.18 The Edit Conference Page

The Edit Conference page allows you to edit an existing conference room. To open the Edit Conference page, go to the Conferences page and select a conference name for the conference you want to edit. The system displays the Edit Conference page, shown below.

Figure 1-18 Edit Conference Page

The most common edits made to conferences are:

- Reset the Access Codes
- Change the Audio Messages
- Adjust the Scheduling

After making the desired changes press Submit to save them or Cancel to exit the screen, discarding the changes.

2.19 Inviting Users to Your Conference

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

When you use the web portal user interface in collaboration 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.

✎ It is not required to create a scheduled conference in order to use iCal and Outlook to invite users to your conference.

✎ These steps are explained assuming the use of Microsoft Outlook.

Other iCal applications will have similar, though slightly different, steps.

1. From the Conferences Page, shown below, select iCal next to the conference room you want to use.

No.	Subject	iCal	Comments	Moderator	Participant	Select
1	Conference for nuser	iCal	ON-DEMAND	11111	22222	
2	Conference for nuser	iCal	ON-DEMAND	85977	74844	

Figure 1-19 Inviting Users to your Conference

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.



Figure 1-20 File Download Dialog for Conference Invitation

The system opens an appointment in your default calendar program, as shown below.

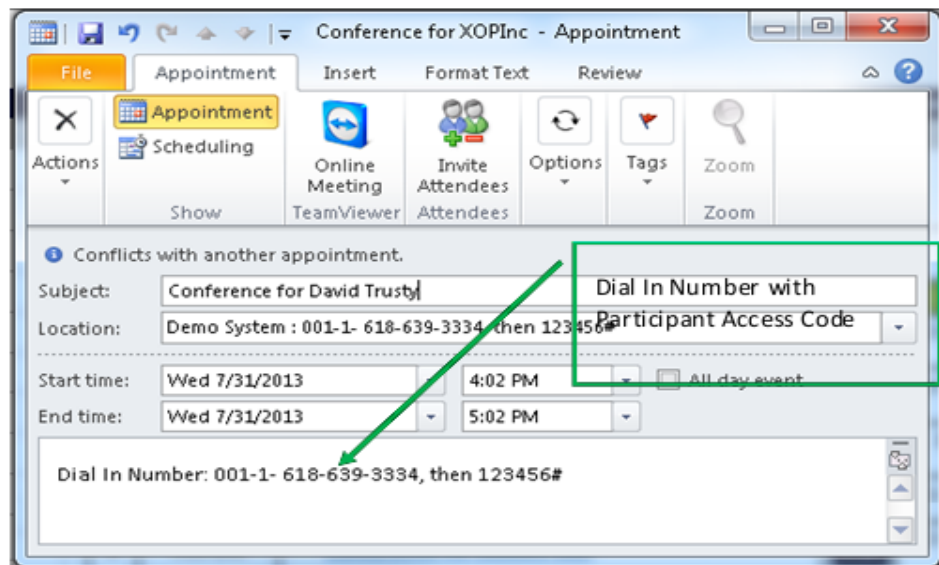


Figure 1-21 Sample Outlook Conference Appointment

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
 - ✎ The moderator access code is not populated in the iCal. This precaution is taken since the iCal information may be sent to non-privileged participants.
 - The scheduling and recurrence information, 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. Select the Invite Attendees option, as shown below.

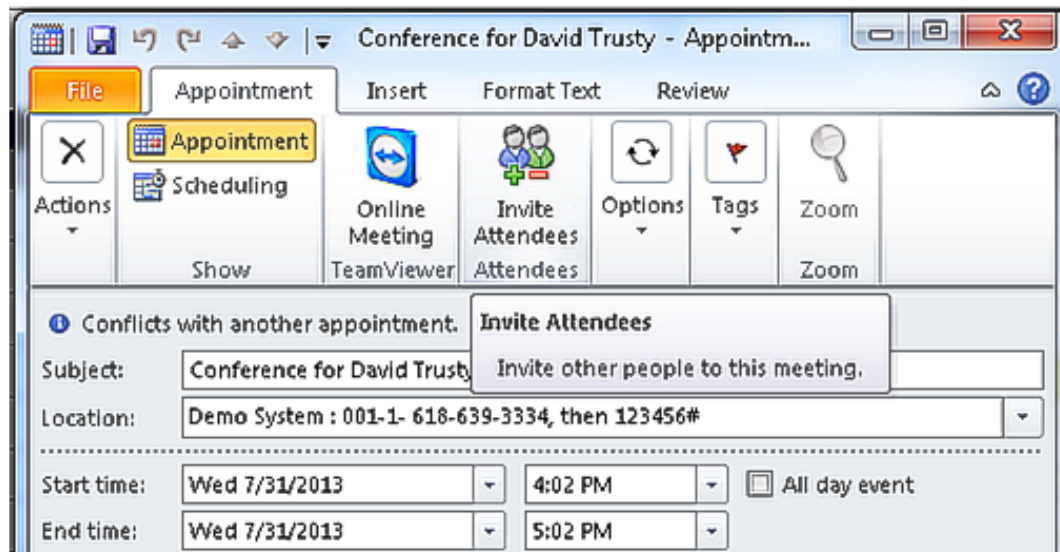


Figure 1-22 Inviting Attendees using Outlook

5. Begin typing names or email addresses. Or select **To** to use your Outlook address book to select participants to invite to the conference, as shown below. You can double-click on the names or highlight the names and select **Required**
6. 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.
7. When all the participant's email addresses are listed in the **To** field, select the **Send** button. Outlook sends 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. Outlook will remind all potential users when the conference start time approaches.

2.20 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.

2.21 Conducting Audio Conferences

There are several in-conference controls to enhance your conference. You can control conferences using the DTMF digit-based phone controls or by using RealView.

2.22 Joining a Conference

1. To join a conference, dial the phone number of the main conference bridge.
2. 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.
3. You may be prompted to say your name and press the # key for entry. If a caller is prompted to record their name before conference entry but does not record a name and does not press # the system will record for 50 seconds then add them to the conference. When the caller is added to the conference the recorded name of “50 seconds of silence” will be played before they are provided voice path.
4. You may hear ‘entry tones’ to indicate that other participants have joined or left the conference.
5. If necessary, you can rejoin the call by dialing the number again and re-entering your Access Code.

2.23 Conference Dialout

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.

1. Using your phone pad, dial 31#. This will give you a new dial tone.
2. Dial the number of the person you want to add to the conference, followed by #.
3. 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 are now part of the conference call.

4. Using your phone pad, dial 33#. This will drop the new user and return you to the original conference call.

2.24 Cancel Dial Out

To cancel a dial out operation, press **#. You will either be returned to dial tone to begin a new dial out or return to the conference.

Press **# a second time to return the conference.

2.25 In Conference DTMF Controls

This section describes some of the options available to control access, and record a conference call.

Mute and Unmute

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

1. Press **11#** on the phone keypad to mute yourself.
2. Press **22#** on the phone keypad to unmute yourself.

A moderator can press **16#** on the phone keypad to self mute all users. Using this option, the participants can use **#22** to unmute themselves to ask a question or to make a comment.

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

1. Press **43#** on the phone keypad to moderator-mute all participants.
2. Press **44#** on the phone keypad to moderator-unmute all participants.

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

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 remute 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.

Analyst Mode

Analyst mode allows participants to enter a conference automatically moderator- muted. Participants can raise their hands, which plays a tone to let the analyst know there is a comment or question. Participants cannot unmute themselves. The moderator can unmute all with raised hands.

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

- Press **43#** on the phone keypad to moderator-mute all participants.
- A tone will play to indicate that a participant has raised his or her hand.

This tone is configured in the web portal.

- Press **61#** on the phone keypad to unmute all with raised hands.
- Press **43#** again to remute 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.

2.26 Start and Stop Recording

When you add the 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. Press **41#** on the phone keypad to start recording at any time during the conference.
2. 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.

2.27 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.

1. Press **45#** on your phone keypad to lock the conference.
2. Press **46#** on your phone keypad to unlock the conference.

2.28 Collect Votes

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#**.

2.29 Terminate an Active Conference

This control allows you to terminate an active conference.

1. Press ***0#** to disconnect all participants and the moderator from the conference call.

 Only the conference Moderator has the privilege to enable this feature.

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

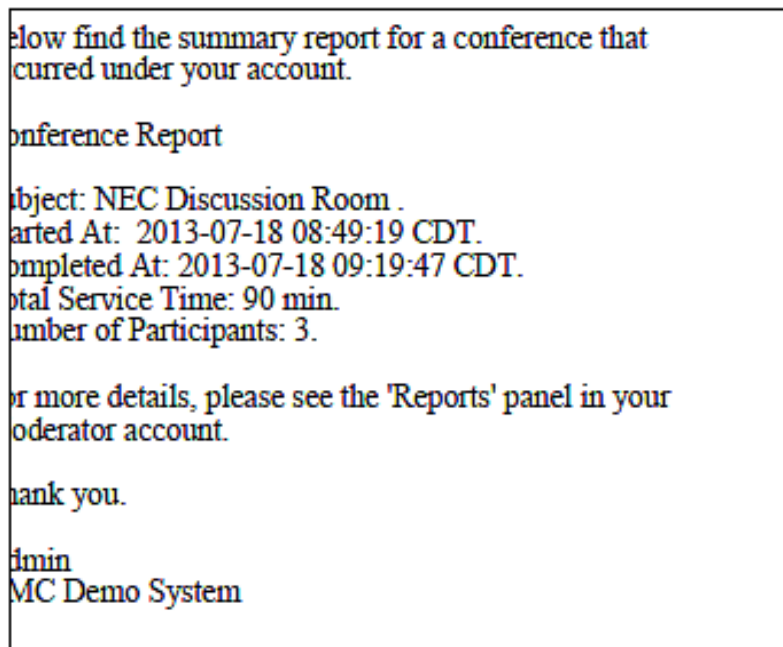


Figure 1-23 The End of Conference Summary Report

2.31 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.

Table 1-1 Participant DTMF Controls

Code	Description
11#	Mute Self
22#	Unmute Self
14#	Raise Hand
15#	Lower Hand
55#	Enter voting mode. Then enter vote digits, followed by #

2.32 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.

Table 1-2 Moderator DTMF Controls

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

Table 1-2 Moderator DTMF Controls

Code	Description
45#	Lock conference
46#	Unlock conference
**#	Restore original conference (abort dial out)
54#	Start a round of voting
55#	Enter a series of vote digits (up to 8)
56#	End a round of voting
61#	Unmute all with raised hands
62#	Disable hand raise notifications
*0#	Disconnect conference

2.33 RealView™

This section explains how to use the RealView™ features. The RealView pages show real time activity occurring on the system across all Moderator accounts for each type of service.

Viewing Real Time Activity

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

The RealView Page shows real time activity associated with any and all services. You can see both active and inactive services

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










Figure 1-24 The RealView Page

You can show details, mute/unmute, disconnect, transfer, start/stop recording, and lock the conferences from the RealView page. To see more information about a conference, select the arrow next to the conference name.

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

- Conference Room Name
- Each participant's name, if it is in the system address book as a moderator-defined user; otherwise, the Participant phone number, with an icon to identify the user as a participant or the moderator
- The moderator access code (M)
- The participant access code (P)
- The time the participant joined the call
- The port state (e.g., about to join conference, waiting to join conference, in conference, etc.)
- Display loudest speaker – helps Identify and mute participants that may be inadvertently injecting noise or echo into the audio conference.
- The conference participant that is actively speaking is normally highlighted by a green **ACTIVE** bar.
- Caller ID information is not provided on calls transferred to the RGA Conference. Inbound trunk calls must be directed to the conference pilot for Caller ID to be provided.

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

-  Start Recording the conference
-  Stop Recording the conference
-  Mute or unmute a single or all participants
-  Lock or unlock the conference
-  Disconnects selected participants
-  Transfer selected participants
-  End the conference

Controlling Conferences with RealView

The following Moderator controls are available during a conference on the web interface from the RealView page.

Muting Participants using RealView

To mute a particular participant, such as if a participant is in a noisy environment that is disrupting the call:

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 in-conference controls to mute self). **B indicates both Moderator and Self Muting are active.**

You can also select the mute icon for the conference to mute all participants.

Disconnecting Participants using RealView

To disconnect a participant and make the reserved port available:

1. Select the box next to the participant(s) you want to disconnect and select the **Disconnect** icon.

Recording Conferences using RealView

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.

Locking Conferences using RealView

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.

1. Select the **Locked** icon to prevent additional participants from joining the conference to minimize distractions from late attendees.
2. Select the **Locked** icon again to allow participants to join again.

Transferring Conference Participant(s) using RealView

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.

Real View							
▼ Conferences		1 active (4 ports)		3 listed			
▼ Conference for dtrusty		(4 ports)				ACCESS: M: 6640 P: 5464	
		[6]	Smith, John	(261)	in conference	Wednesday, August 28, 2013 3:49:44 PM	
		[4]	Doe, Jane	(272)	in conference	Wednesday, August 28, 2013 3:49:46 PM	
		[3]	103	(103)	in conference	Wednesday, August 28, 2013 3:49:46 PM	
		[2]	Lee, Stan	(9725900211)	in conference	Wednesday, August 28, 2013 3:49:46 PM	
Bi Monthly Meeting		inactive				ACCESS: M: 2742 P: 3386	
Sideroom for dtrusty		inactive				ACCESS: M: 7140 P: 3427	

Figure 1-25 Transferring Conference Participants using RealView

2. Select the transfer icon for the destination conference from the list, as shown below.

Real View							
Conferences		1 active (4 ports)		3 listed			
Conference for dtrusty		(4 ports)				ACCESS: M: 6640	P: 5464
		[6]	Smith, John	(261)	in conference	Wednesday, August 28, 2013 3:49:44 PM	
		[4]	Doe, Jane	(272)	in conference	Wednesday, August 28, 2013 3:49:46 PM	
		[3]	103	(103)	in conference	Wednesday, August 28, 2013 3:49:46 PM	
		[2]	Lee, Stan	(9725900211)	in conference	Wednesday, August 28, 2013 3:49:46 PM	
Bi Monthly Meeting		inactive				ACCESS: M: 2742	P: 3386
Sideroom for dtrusty		inactive				ACCESS: M: 7140	P: 3427

Figure 1-26 Transferring Selected Participants to Destination Conference

The system displays a dialog box to confirm the destination for transferring the selected participants.

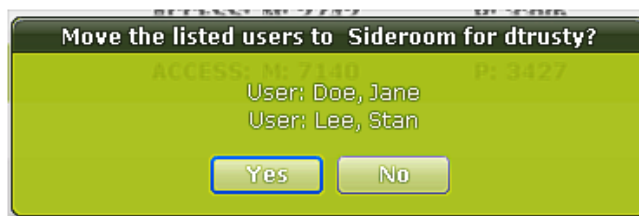


Figure 1-27 Transfer Confirmation

Select **Yes** to complete the transfer, or **No** to cancel. The following screen shows a completed transfer.

Real View							
Conferences		2 active (4 ports)		3 listed			
Sideroom for dtrusty		(2 ports)				ACCESS: M: 7140	P: 3427
		[4]	Doe, Jane	(272)	in conference	Wednesday, August 28, 2013 3:55:49 PM	
		[2]	Lee, Stan	(9725900211)	in conference	Wednesday, August 28, 2013 3:55:49 PM	
Conference for dtrusty		(2 ports)				ACCESS: M: 6640	P: 5464
		[6]	Smith, John	(261)	in conference	Wednesday, August 28, 2013 3:49:44 PM	
		[3]	103	(103)	in conference	Wednesday, August 28, 2013 3:49:46 PM	
Bi Monthly Meeting		inactive				ACCESS: M: 2742	P: 3386

Figure 1-28 Completed Transfer

2.34 Reports

This section 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 to Listen to Conference Audio Recordings, Detailed reports and View Diagnostic Logs.

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.

Account Profile Resources Services Real View Reports Help				
Cancel				
Service Reports				
No.	Service	Start Time	Reports	Log
1	Conference for nuser	2014-04-24 11:02:16	Summary Details	View
2	Conference for nuser	2014-04-21 10:51:52	Summary Details	View
3	Conference for nuser	2014-04-15 07:57:40	Summary Details	View
4	Conference for nuser	2014-04-15 06:46:13	Summary Details	View
5	Conference for nuser	2014-04-08 10:11:52	Summary Details	View
6	Conference for nuser	2014-03-24 10:26:43	Summary Details	View
7	Conference for nuser	2014-03-19 11:23:33	Summary Details	View
8	Conference for nuser	2014-03-14 09:38:33	Summary Details	View
9	Conference for nuser	2014-03-13 10:54:11	Summary Details	View
10	Conference for nuser	2014-02-21 09:34:24	Summary Details	View
11	Conference for nuser	2014-02-21 09:28:06	Summary Details	View
12	Conference for nuser	2014-02-14 09:25:11	Summary Details	View
13	Conference for nuser	2014-02-07 09:22:52	Summary Details	View
14	Conference for nuser	2014-01-30 09:25:37	Summary Details	View

Figure 1-29 The Service Reports Page

The system displays the following information for your reports:

- The **Number** is a system generated report number.
- The **Service** is the conference name/subject.
- 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 includes the link to the Summary and Details reports, which opens a CSV file containing a detailed view of the service.
- The **Log** column includes a link to download call textual logs associated with the conference services.

Listening to a Conference Recording

The Service Reports Page provides links to any recordings of your conferences.

1. 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.

Viewing Report Details

You can download a CSV file with service details to use in your spreadsheet program to sort or manipulate the information as needed.

1. To download a CSV file containing details about a service, select the Details link next to the service listed on the Service Reports page.

The system opens a dialog asking whether you would like to Open or Save the file.

2. 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.

No.		Account	Service	Start Time	Reports	Log
1	mdelzer		Conference for mdelzer	2014-04-21 10:52:07	Summary Details	View
2	nuser		Conference for nuser	2014-04-21 10:51:52	Summary Details	View
3	mdelzer		Conference for mdelzer	2014-04-16 10:31:41	Summary Details	View
4	mdelzer		Conference for mdelzer	2014-04-15 14:18:49	Summary Details	View

	A	B	C	D	E	F	G	H
1	Name	Number Called At	Connected At	Disconnected At	Connect Time (h:m:s)	Outcome	Additional Info	
2	Mark Deltzer		N/A	2014-04-21 10:52:01 CDT	2014-04-21 10:52:50 CDT	0:00:49	INBOUND	JOINED-CONF
3	2145553732		N/A	2014-04-21 10:53:01 CDT	2014-04-21 10:54:06 CDT	0:01:05	INBOUND	JOINED-CONF
4	2142620204		N/A	2014-04-21 10:52:24 CDT	2014-04-21 10:54:11 CDT	0:01:47	INBOUND	JOINED-CONF

Figure 1-30 Report Details File

The file displays the following information for conferences:

- The caller phone number
- Name, if available in the system database as a moderator or user
- The time the participant dialed in and disconnected

- The total time the participant was connected
- Any votes collected during the conference

2.35 Summary Report

The Summary Report is used to quickly determine the number of participants in a conference. Add the number of inbound calls and the number of outbound calls for the total number of participants.

For additional information about the participants reference the detailed report.

Service Summary Report	
Conference for JSmith [JSmith]	
Number of inbound calls	8
Number of outbound call attempts	0
Number of calls cancelled	0
Number of users contacted	0
Number of answers, but hung up early	0
Number of no-answers	0
Number of busy lines	0
Number of bad numbers	0

Figure 1-31 Service Summary Report

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.

1. 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.

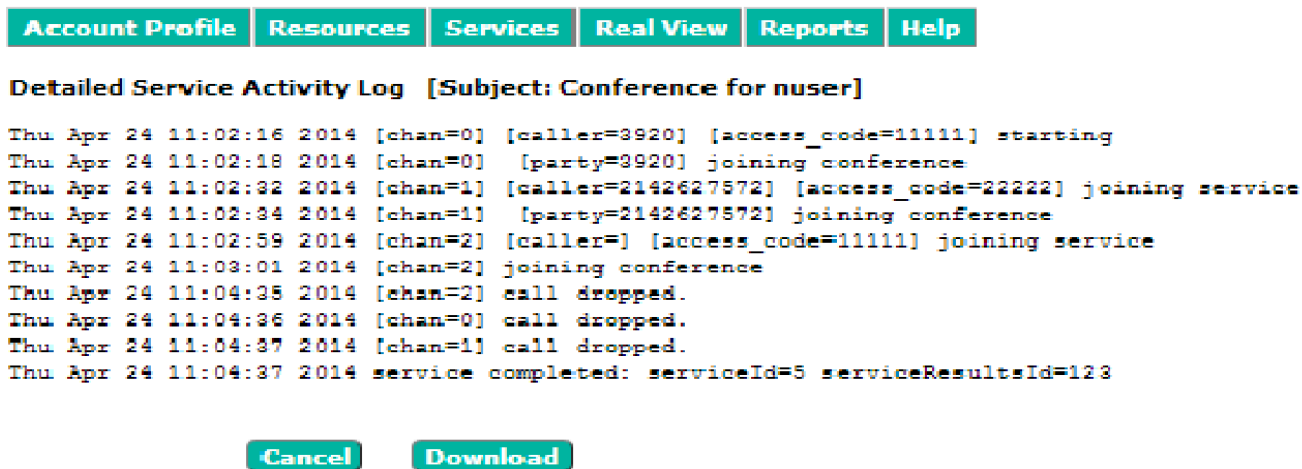


Figure 1-32 The Detailed Service Activity Log

2. 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.

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

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RGA APPLICATION GATEWAY CONFERENCE USER GUIDE

NEC Corporation of America

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