Meridian 1

Meridian Integrated Conference Bridge Release 3

User Guide

Document Number: P0989944
Document Release: Standard 1.00
Date: June 2002

Printed in Canada

Contents

Overview

There are two ways to configure a conference on the Meridian Integrated Conference Bridge (MICB) Release 3 system:

1 Use the Browser User Interface (BUI).

2 Use the Telephone User Interface (TUI).

The MICB Release 3 BUI is built into the MICB 3 Web server. It offers one set of configuration options for administrators and a second set for other users. The administrator interface is called the *Dashboard*.

- For information about BUI options for administrators, "Browser User Interface (BUI) options for administrators" on page 7.
- For information about BUI options for non-administrators, "Browser User Interface (BUI) options for non-administrators" on page 59.

The MICB Release 3 TUI lets administrators and other users enter commands on a telephone keypad to configure conferences. For information about TUI options, see "Telephone User Interface (TUI)" on page 85.

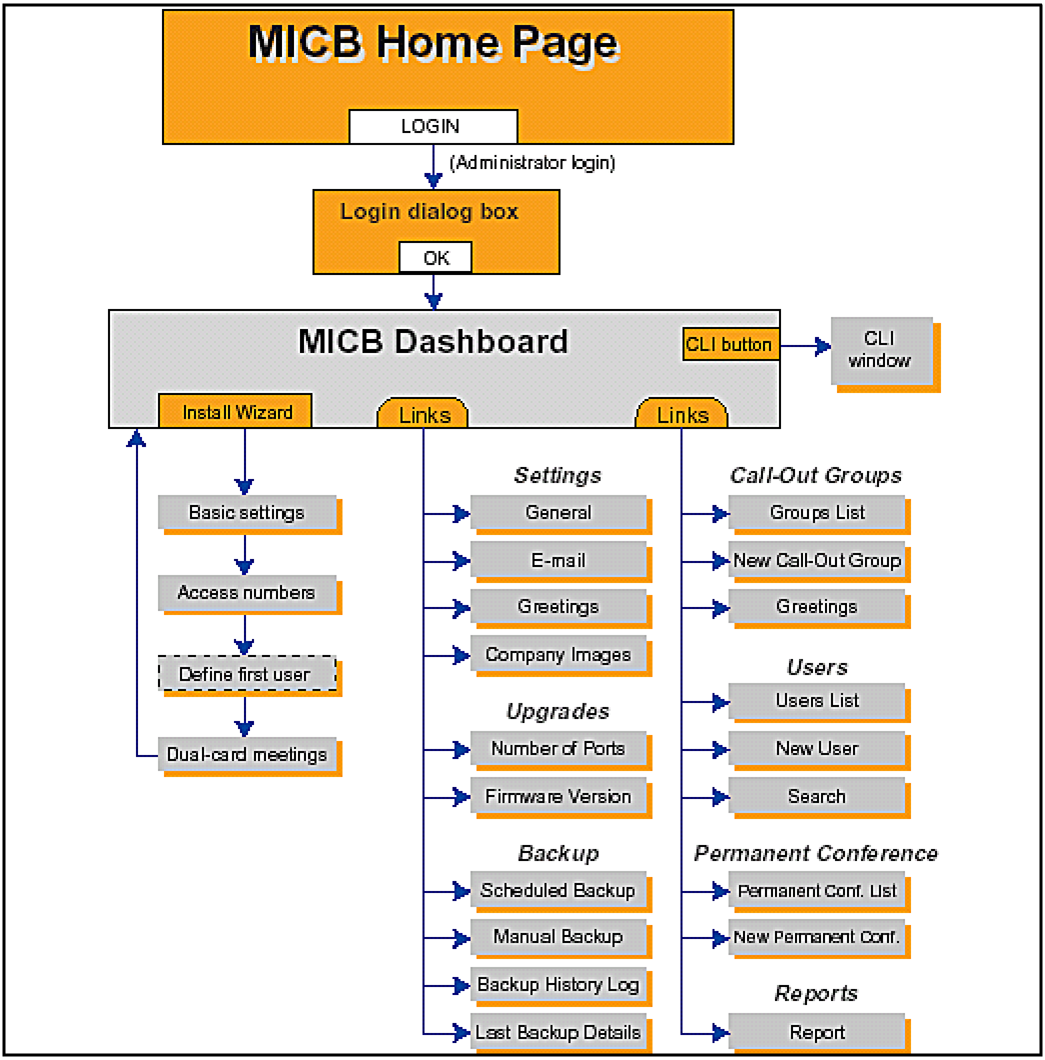
Browser User Interface (BUI) options for administrators

This chapter contains the following sections:

Overview

Figure 1 depicts the logical layout of the Meridian Integrated Conference Bridge (MICB) Release 3 BUI administration system.

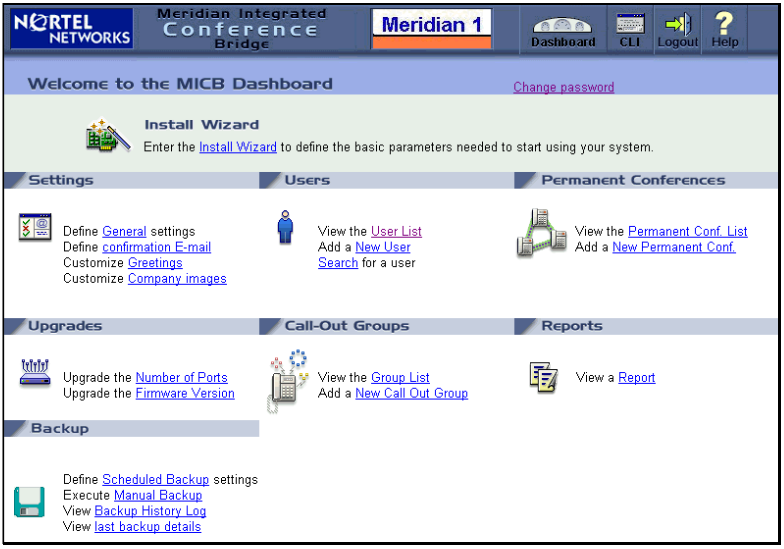
Figure 1
Administration BUI navigation flowchart



About the MICB Dashboard

The home screen for the MICB Release 3 system is the Dashboard, shown in Figure 2. It appears when an administrator logs in to the system. The MICB Dashboard, which is organized as an Internet portal, contains the following links to key configuration options: Settings, Users, Permanent Conference, Upgrades, Call-out Groups, Reports, and Backup.

Figure 2
Administration MICB Dashboard window

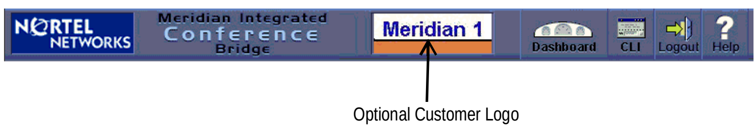


Title frame

The title frame sits atop the Dashboard window for all administration windows. It contains the following buttons:

- **Dashboard –** Click to return to the dashboard. New settings will not be saved.
- **CLI –** Opens an additional window for input and output of Command Line Interface (CLI) commands.
- **Logout –** Terminates the session and returns the user to the home page login window.
- **Help –** Displays help information relevant to the current window in a separate window.

Figure 3
Administration MICB Dashboard title frame



Accessing the BUI

This section contains the following topics:

General information

The MICB Release 3 BUI supports open access from anywhere on the Internet, including gateways and firewalls. The MICB web server is accessed over an Ethernet connection. The system does not support browsers running on MacIntosh computers. Cookies enabled is the default setting in Web browsers. Do not disable the cookies function in the browsers.

Preparing to use the BUI

Follow the steps in Procedure 1 before using the BUI.

Procedure 1
Preparing to use the BUI

1 Check the Web browser version.

a Netscape Communicator users must run version 4.5 or higher. To check the version, select **About Communicator** from the **Help** menu.

b Microsoft Internet Explorer users must run version 4.01 or higher with Service Pack 1. To check the version, select **About Explorer** from the **Help** menu.

To upgrade the Web browser, ask your system administrator about the upgrade procedure.

2 Obtain the following information from your MICB Release 3 administrator.

- **a** your MICB Release 3 UserID name
- **b** your MICB Release 3 login password
- **c** the MICB Release 3 IP address (http://47.14.38.104 for example)

Logging in to the BUI

Follow the steps in Procedure 2 to log into the BUI.

Procedure 2
Logging in to the BUI

1 Enter the MICB Release 3 IP address in the browser's **Location** or **Address** field and press **Enter** or **Return**. The MICB Release 3 Login window opens as shown in Figure 4.

Note: By default, the **Login** window has a generic image. Customers can replace this image with their own. See "Customizing images" on page 31. In Figure 4, the image has been removed.

Figure 4
MICB Release 3 login window

2 Bookmark this URL for future use.

3 Select the **LOGIN** button. The **Network Password** window appears.

Figure 5
Network Password window

4 Enter the User Name in the **User Name** field. To log in as administrator, enter the administrator ID. To log in as chairperson, enter the chairperson access number and the conference password (this is the same numbers the chairperson dials when joining the conference from a telephone).

5 Enter the six-digit password in the **Password** field. To log in as administrator BUI, enter the administrator password.

6 *Option*: Click **Save this password in your password list**.

7 Click **OK**.

Changing the administrator password

Follow the steps in Procedure 3 to change the administrator password.

Procedure 3
Changing the administrator password

1. Access to the BUI. See "Accessing the BUI" on page 11.
2. Select **Change Password** in the **Dashboard** (Figure 2 on page 9). The **Change Password** window opens, as shown in Figure 6.
3. Enter current password in the **Enter current password:** field.
4. Enter new password in the **New password:** field.
5. Reenter new password in the **Confirm new password:** field.

   Note: When the **Change Password** window is accessed from the Dashboard, it changes the current password.

6. Select **Submit** to save the password change. Select **Cancel** to abort the password change.

Figure 6
Password change window

Installing MICB using the Installation Wizard

The **MICB Installation Wizard** provides an easy method for configuring new systems. To access the **Installation Wizard**, administrators can select the **Install Wizard** link on the **MICB Dashboard**.

All **Installation Wizard** windows list steps on the left side of the window. During installation, clicking the **Submit** and **Continue** buttons advance users step-by-step. After installation is complete, users can reach a specific step by clicking its name.

The **Installation Wizard** has four main groups: **Basic Card Settings**, **Access Numbers**, **First User**, and **Dual Card Meeting**. Each group appears in a separate window. For a new installation, follow the Wizard step-by-step. For installed systems, users can access a specific window to modify one or more fields.

Procedure 4
Installing MICB using the Installation Wizard

1 Access to the BUI. See “Accessing the BUI” on page 11.

2 Select **Install Wizard** on the Dashboard. The **Basic Card Settings** window opens as shown in Figure 7 on page 16.

3 In the **Basic Card Settings** window, complete the following steps.

- **a** In the **Name** field, enter up to 20 characters of free text for the card’s name. Note that the **IP address** field is a read-only field that shows the IP address of the card. Users define the card address using the CLI.
- **b** In the **Type** field, define the card’s configuration type as: (1) single card / stand-alone, (2) primary card in a dual-card pair, or (3) secondary card in a dual-card pair. A dual-card meeting uses this information. If the information is changed here, a window opens to change the settings of a dual-card meeting.
- **c** In the **Default Conference Language** field, determine the default voice-prompt language for conferences and the TUI. When scheduling a conference, users can select a language from the available set. However, if the user does not specify a language this parameter applies.The default is American English.

d In the **IP address of E-mail Server** field, enter the IP address of the server that the MICB uses to send scheduling confirmation and administer E-mail messages. If this field is empty, or specified incorrectly, the MICB does not send E-mail messages. However, the rest of the system operates properly.

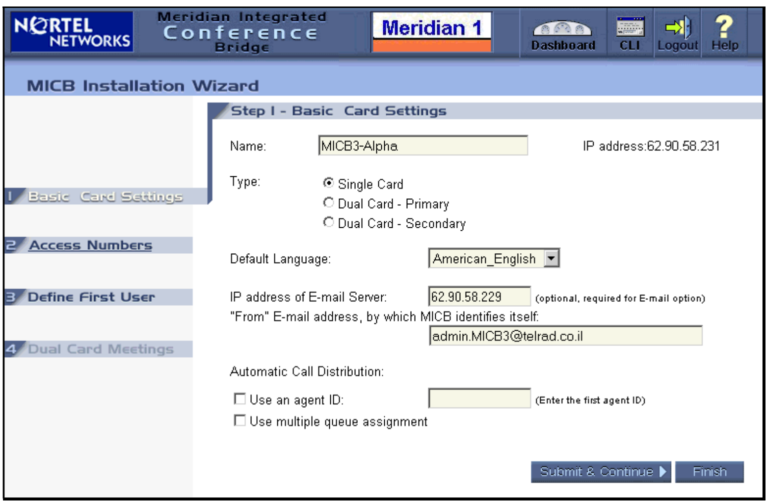
e In the **From:** field, enter the E-mail address which the MICB uses to identify itself. This item appears in the **From:** field of sent E-mails. Some E-mail servers require this information.

f In the **Automatic Call Distribution** field, define the ACD setup according to the Meridian System ACD configuration.

i. Select **Use an agent ID** to indicate whether ACD is configured with the agent ID option. If yes, enter the four-digit agent ID in the first MICB port in the adjacent text box. Other ports use the succeeding agent IDs.

ii. Select **Use multiple queue assignment** to indicate that ACD is configured with the multiple-queue option. An entry must be made because this option impacts the agent login process that the system applies to ports.

Figure 7
Installation Wizard: Basic Card Settings window



4 Select **Access Numbers**. The **Access Numbers** window opens as shown in Figure 9 on page 19. Select an access method and then configure DNs as required, according to Meridian System configuration rules. There are two access options. The first is to use a single access number. The second is to use a list of access numbers. The two options are mutually exclusive.

a **Option A**: Select **Use a single access number** and enter one DN to access all conferences.

b **Option B**: Select **Use a list of access numbers** and then enter a list of DN pairs. This method requires users to dial the conference DN or the chairperson DN to enter the meeting. The number of defined DNs equals the maximum number of simultaneous conferences allowed. Users can configure up to 10 DN pairs.

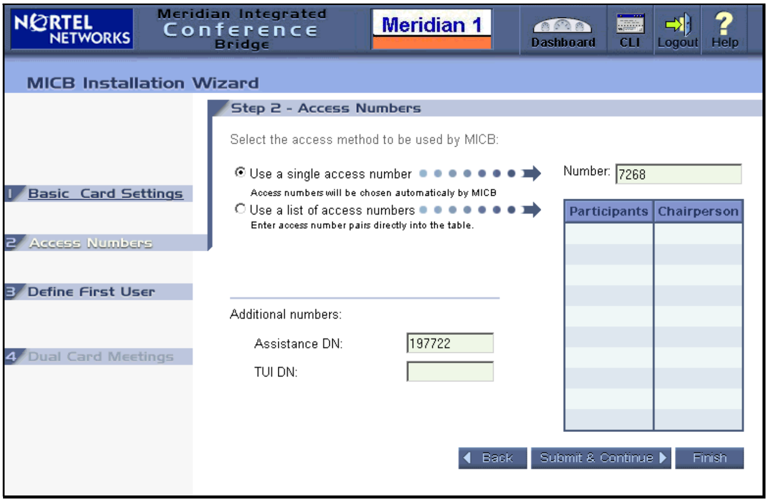
i. Users can define only nine DN pairs for primary or secondary cards in a dual-card set. One DN pair must be reserved for dual-card meetings (see step 6 on page 19).

ii. Users can select a table cell and press the **Delete** key to delete DNs. This action leaves the cell empty. DNs dedicated to a current or future conference cannot be deleted. If a user attempts to delete such a DN, an error message appears. When upgrading from MICB Release 2, the system uses the same table. The old DN pairs appear in the table.

c In the **Assistance DN** field, enter the DN of an operator or attendant. The system dials this DN when the chairperson in an active conference selects “call assistant” from the TUI or BUI.

d In the **TUI DN** field, enter the DN to access TUI services.

Figure 8
Installation Wizard: Access Numbers window

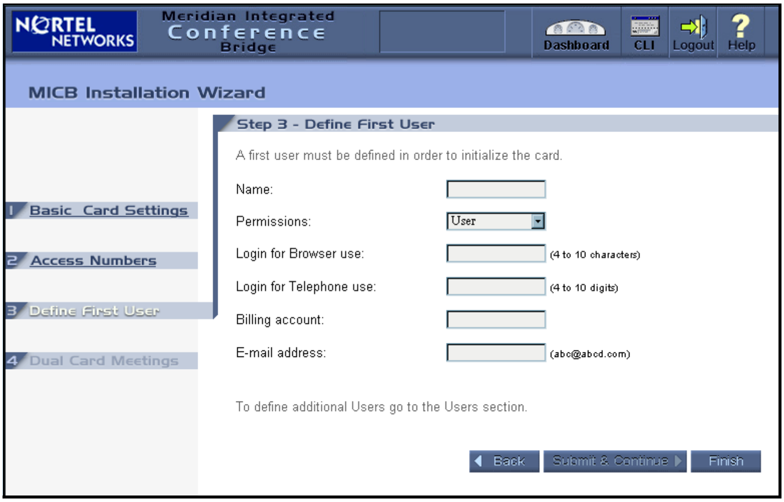


5 Select **First User** and define at least one user to perform sanity tests, such as scheduling conferences and placing calls. Define a user that can be deleted or modified from the regular User Administration window. This step eliminates the need to open a separate window to define a user and perform basic testing after the Wizard is finished.

Note 1: This window is identical to the "New User" window (see Figure 17 on page 36), except it includes the Wizard step titles at the top of the window.

Note 2: This step is only required during initial installation. The BUI grays this field out after successful installation. Perform normal user administration from a separate window in the Administration BUI.

Figure 9
Installation Wizard: Define First User



6 Select **Dual Card Meeting** and define the parameters for dual-card meetings. The **Dual Card Meeting** window opens as shown in Figure 10 on page 21.

a In the **IP address of secondary card** field, enter the IP address of the secondary card.

b In the **Conference access number** field, enter the DN for the dual-card meeting. Callers will dial this number to access the dual-card meeting.

c In the **Chairperson number in primary card** field, enter the chairperson DN for the dual-card meeting. The chairperson uses this number to access the dual-card meeting.

d In the **Transfer number** field, enter the DN that the MICB uses to transfer calls from the primary card to the secondary card. The system hides this number from end users.

e In the **Link number** field, enter the DN that the MICB uses to create a voice path between both cards. The system hides this number from end users.

f In the **Chairperson control of dual meeting** field, select one of the following options.

i. **Full control including secondary card.** The chairperson commands apply to both cards. In this case, the maximum conference size for a 64-port card pair is 60 ports.

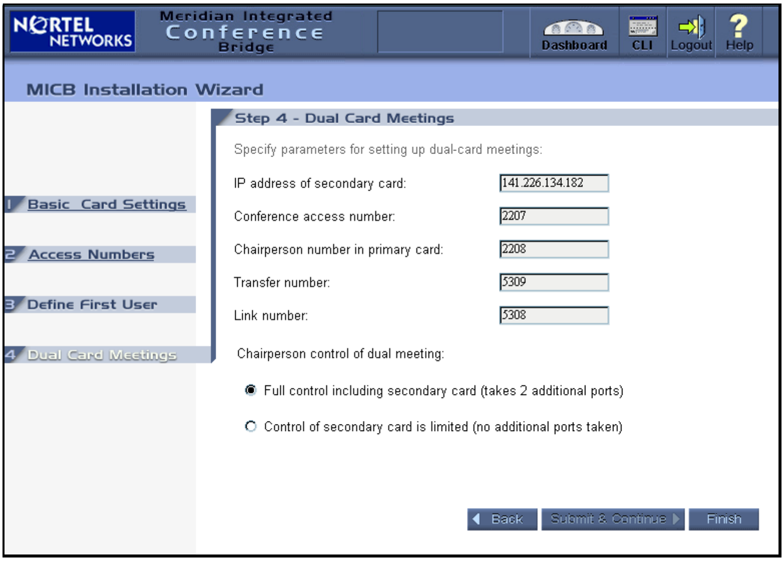
ii. **Control of secondary card is limited.** Some chairperson commands apply only to the primary card (for example, TUI roll call command and dial out). The maximum conference size in a 64-port card pair is 62-ports.

Note 1: This step appears only when the card is a member of a dual-card set (that is, when configuration type is “Dual Card – Primary” or “Dual Card – Secondary”). Users can only input data on the primary card. This field is view-only for the secondary card.

Note 2: All DNs must be configured in the Meridian System.

Note 3: Define all DNs if access method is single-number access because single-number access does not apply to dual-card meetings.

Figure 10
Installation Wizard: Dual Card Meetings



7 After the Wizard setup session is complete, schedule a conference and place a call to test the card. If necessary, return to the Installation Wizard to change system definitions.

Configuring general settings

The **General Settings** window displays several parameters and definitions. Links to related subjects appear on the Dashboard. Figure 11 on page 22 shows the **General Settings** window. When a user selects **Submit**, the system activates the setting. When a user selects **Reset**, the system reinforces default values.

Figure 11
MICB Dashboard – General Settings window

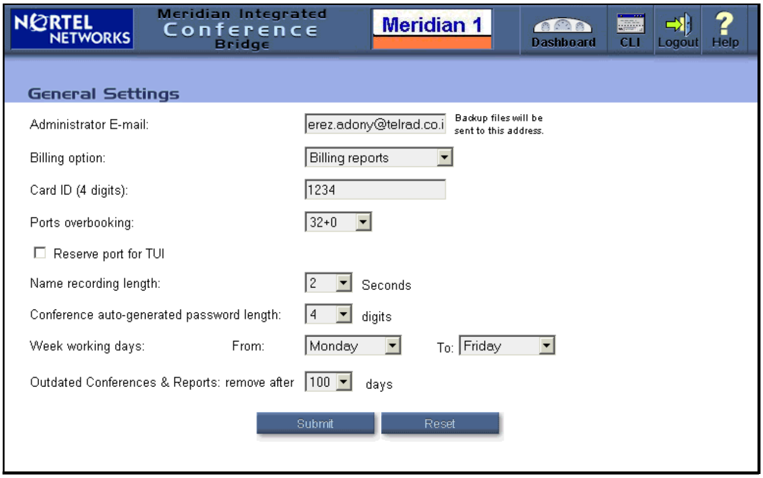


Table 1
General Settings window fields (Part 1 of 3)

Field	Description
Administration E-mail	Enter the E-mail address to which the MICB sends administration material, including backup files.

Table 1
General Settings window fields (Part 2 of 3)

Field	Description
Billing option	Select a billing option for this card from the pull-down menu. The options are as follows: • No billing – The MICB does not issue a billing report. • Billing reports – The MICB issues a billing report. • Billing Reports & Call Detail Recording (CDR).
Card ID	Enter the card ID that the system uses for billing purposes. Range: A four-digit decimal.
Enable overbooking of ports	Enter the number of ports added by the Overbooking feature. The available values are shown in the form of 32 + N, where 32 is the physical capacity and N is the addition for overbooking. *Range:* From 32 + 0 (no overbooking) to 32 + 8 for cards with 32 ports. In cards with less than 32 ports, the maximum N is the proportional fraction of 8 (for example, 16 + 4 for a card with 16 ports). *Default:* N = 0 (no overbooking).
Keep one port for telephone access	Click the check box to dedicate one card port for TUI access. The dedicated port is no longer available for meetings. When this box is not checked the system does not reserve a port for the TUI. If no port is reserved when the card is fully booked, the TUI is inaccessible.
Time limit for recording participant name	Enter the duration in seconds of the spoken name in the name-entry option. When the system prompts the callers for their name, recording takes place for the specified duration after the beep. *Range:* 2-10 seconds. *Default:* 2 seconds.
Conference auto-generated password length	Enter the number of digits for the length of conference or chairperson password, when a user selects the password to be automatically generated by the MICB. *Range:* 4-8 digits. *Default:* 4 digits.

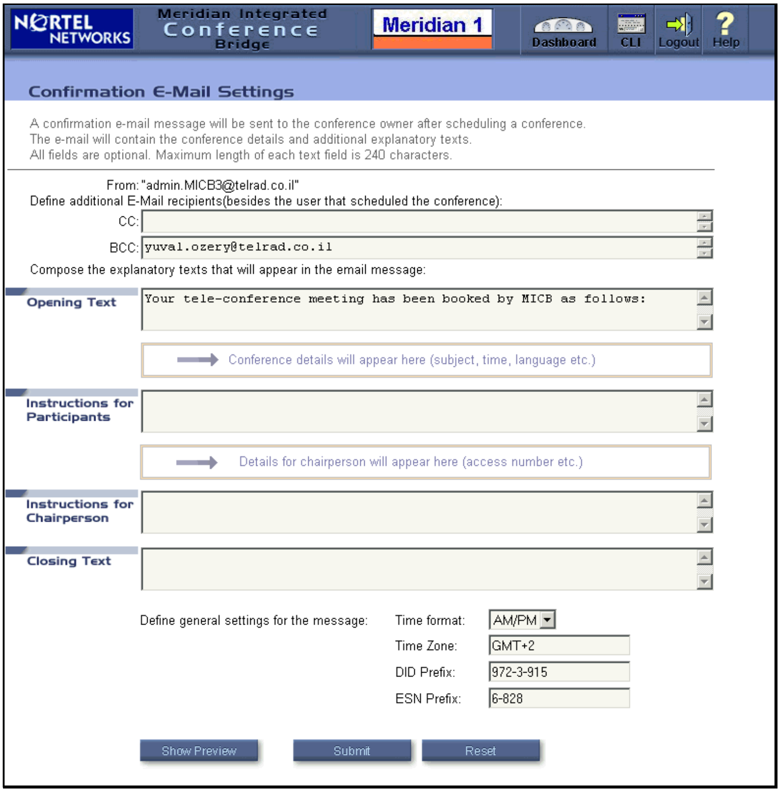
Table 1
General Settings window fields (Part 3 of 3)

Field	Description
Weekly working days	Select the range of working days from the pull-down menu. The MICB uses this information when creating recurrent conferences with the option “Workday”. *Range:* Any day of the week. *Default:* Monday to Friday.
Outdated conferences and reports	From the pull-down menu, select the number of days these files are kept before deletion. For scheduling data, this field applies to conferences that have already taken place. The system keeps future conferences as long as required. *Range:* 1-120 days. *Default:* 32 days.

Configuring a confirmation E-mail

Figure 12 on page 25 shows the window in which an administrator configures the scheduling of a confirmation E-mail.

Figure 12
MICB Dashboard – E-mail Template



The **E-mail Template** window shows the layout of the E-mail. Table 2 describes options available in the **Confirmation E-mail Settings** window.

Table 2
Confirmation E-mail Settings (Part 1 of 2)

Field	Description
From:	The sender's address defined in the first step of the Installation Wizard.This field cannot be edited; it is view only.
CC:	Enter the E-mail address or list of addresses to receive a copy of all confirmation E-mails. Separate addresses with a space.
BCC:	Enter the E-mail address or list of addresses to receive a copy of all confirmation E-mails. The system hides these addresses; they do not appear on the E-mails.
Opening text	Enter the header that appears before the fixed part of the E-mail (the meeting details). *Example:* company name or slogan.
Instructions for participants	Enter the information that appears after the meeting details. *Example:* dialing instructions and list of TUI commands.
Instructions for chairperson	Enter information for the chairperson in this field. *Example:* chairperson TUI commands and other tips for the chairperson.
Closing text	Enter the information that appears as a footer at the bottom of the E-mail body.
Time format	From the pull-down menu, select the time format that the E-mail uses (24-hour or AM/PM).
Time Zone	Enter the time zone of the MICB in free text. The MICB does not check the syntax. *Example:* GMT-5 (EST), Eastern Standard Time, or New York (GMT-5).

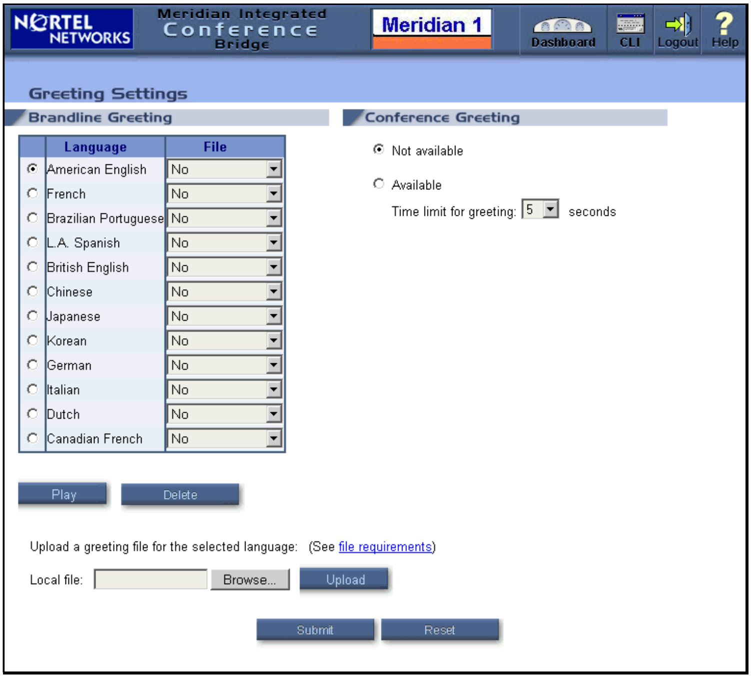
Table 2
Confirmation E-mail Settings (Part 2 of 2)

Field	Description
DID Prefix	Enter the DID prefix that callers use to access the card from the public network. Enter this value as free text. *Example:* (613) 961.
ESN Prefix	Enter the prefix that callers use when accessing the card by Electronic Switched Network (ESN). *Example:* 846.

Customizing greetings

Figure 13 shows the window used to customize the brandline greeting and the per-conference user's greeting.

Figure 13
MICB Dashboard – Greeting Settings window



The **Greetings Settings** window lists available languages. For each language, users can replace the factory-made greeting with a customized greeting in the form of a .WAV file. See Procedure 5 on page 29.

Procedure 5
Customizing the Brandline Greeting

1 Access to the BUI. See “Accessing the BUI” on page 11.

2 In the Dashboard, select **Customizing Greetings**.

3 To choose the language, select the appropriate radio button in the **Greeting Settings** screen. Note that the table shows all languages configured for the card. No empty rows are displayed in the table.

4 Upload button the .WAV file to the MICB.

- **a** Click **Select File**.
- **b** Browse to locate the file.
- **c** Select the file and click **Open**.
- **d** Click **Upload** button.

When the upload completes successfully, the .WAV file name displays under **Brandline Greeting** in the file column. See Figure 13 on page 28.

5 Select the desired .WAV file in the File column for that language.

6 Click on the **Submit** button to save the change.

Selecting action buttons in the Greetings Settings window

Use buttons below the table to perform actions for the selected language. Select the radio button beside the language to select it. Table 3 shows the actions that these buttons perform.

Table 3
Action buttons in the Greeting Settings window

Field	Description
Play	Click **Play** to play the selected greeting. The system plays the .WAV file of the selected language on the computer.
Delete	Click **Delete** to delete the selected greeting from the card. Before deleting the file, the dialog box asks: “Are you sure you want to delete greeting file xxxx.WAV?”. CLick Yes. The system removes the file’s name from the combo-box. The selection returns to the “factory default” greeting. Note that the delete action is immediate and irreversible. It is not necessary to submit and save it. It cannot be cancel by clicking on the Reset button. Also note that the “factory default” greeting cannot be deleted.

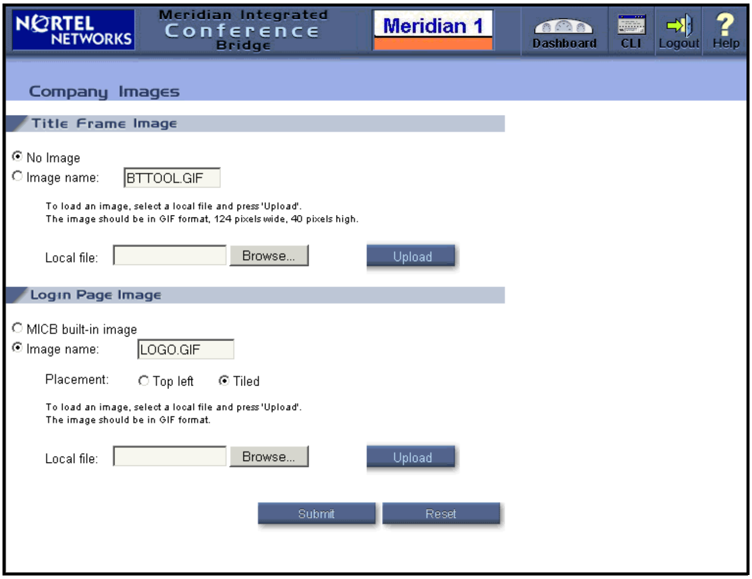
Configuring a conference-specific greeting

In the **Greeting Settings** window, users can enable or disable a conference-specific greeting. Select the **Available** radio button to enable the conference-specific greeting. When selected, the maximum length of the greeting can be defined. The range is from two to ten seconds. The default is five seconds.

Customizing images

Follow the steps in Procedure 6 on page 31 to customize the MICB home page image and the customer’s logo on the title frame.

Figure 14
MICB Dashboard – Company Images window



Procedure 6
Customizing images

1 Access to the BUI. See “Accessing the BUI” on page 11.

2 In the Dashboard, select **Customizing Company Images**.

3 Under **Title Frame Image**, make a selection.

- **a** To use no image, select **No Image**.
- **b** To replace your image, select **Image Name:** and do the following.
  - **i.** Click on the **Browse** button.
  - **ii.** Navigate to the folder that contains the file to be uploaded.

iii. Select the file and click **Open**. Note that maximum image size is 124 pixels wide by 40 pixels high. The image must be in GIF format. If a customer image is not supplied, the customer's logo on the home page remains an empty rectangle. Note that the MICB system does not check image size. The administrator must verify the correct size.

iv. Click **Upload** to upload the file into the MICB card. The file name appears in the box next to the **Image name:** radio button.

v. Click **Submit** to activate the image. The new image becomes the customer logo. The previous image is saved in the system and can be accessed if required. Note that if the **Reset** button is clicked instead of **Submit**, the system discards the new image.

4 Under **Login Page Image**, make a selection.

a To use the default image, select **MICB built-in image**.

b To replace your image, select **Image Name:** and do the following.

i. Click on the **Browse** button.

ii. Navigate to the folder that contains the file to be uploaded.

iii. Select the file and click **Open**. Note that the default image is 687 pixels wide by 419 pixels high. The images must be in GIF format. The system accepts a smaller image. Note that the MICB system does not check image size. The administrator must verify the correct size.

iv. Click **Upload** to upload the file into the MICB card. The file name appears in the box next to the **Image name:** radio button.

v. Place the graphic. To the right of **Placement:** select **Top Left** to place the image in the top left of the window and leave the background empty (that is, the browser's background color). Top Left is the default. Select **Tiled to** duplicate the image as many times as needed to cover the window's space.

vi. Click **Submit** to activate the image. Click **Reset** button to discard the new image.

Configuring users

This section contains the following topics:

Overview

This **User Administration** section enables an administrator to access the following windows: **Users List**, **New User**, and **Search**. Figure 15 shows the **Users** window, which displays the **User List** in alphabetical order, ten users at a time. Click on the **Next 10** or **Previous 10** links to view additional users. The **Users List** can be search by Name, Permission, or Login ID. Table 4 on page 34 details the fields in the main **Users** screen.

Figure 15
Users screen

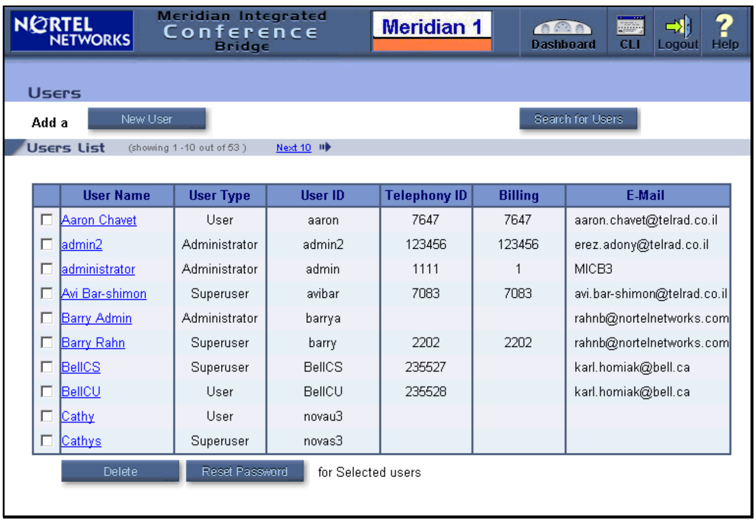


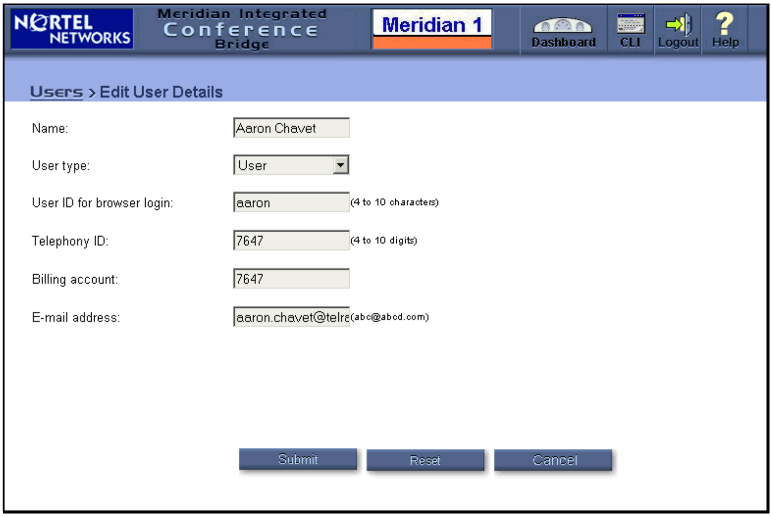
Table 4
User List table columns

Field	Description
User name	Text up to 20 characters. The BUI treats the entire name as a string; there is no distinction between first and last name. The name is a link. Click on the name to open the Edit User window.
User type	The user type: user; super-user, or administrator.
User Name	The login ID for the BUI, up to 10 characters.
Telephony ID	The TUI Login ID, up to 10 digits.
Billing	An account number for the user, used by the system for billing purposes. This number appears in billing reports. The field can be empty, if the billing feature is not used. The field length can be a maximum on 9 digits. The field can remain empty.
E-mail	The user's E-mail address for receiving scheduling confirmation by E-mail. The field length can be a maximum on 36 digits. The field can remain empty. If the field is empty, the user does not receive scheduling confirmation E-mails.
Checkboxes	Check a checkbox to select users. The **Delete** or **Reset Password** buttons perform those actions on the selected users.

Editing a user

When a user clicks a name in the **Users List** window, the **Edit User** window opens, as shown in Figure 16. Use the **Edit User** window to modify the properties of an existing user. The **Edit User** window shows all the properties of the selected user. These fields match those listed in Table 4 on page 34.

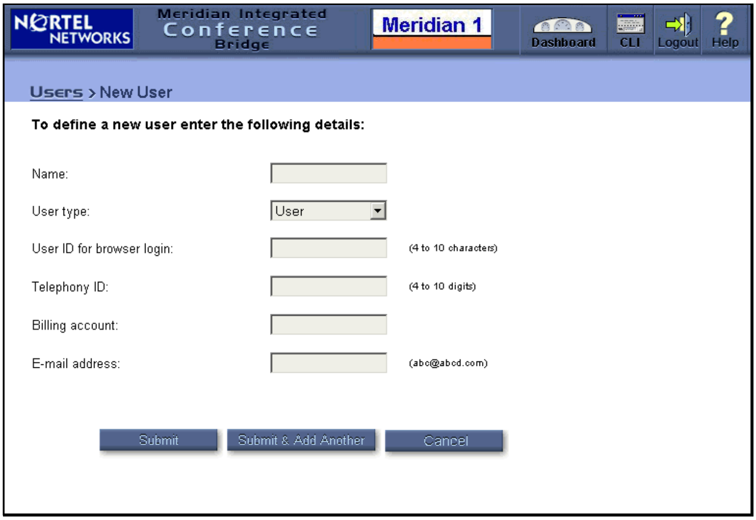
Figure 16
MICB Dashboard – Users > Edit User Details window



Adding a user

Click **New User** in the **User List** window to add a user.

Figure 17
MICB Dashboard – Users > New User window

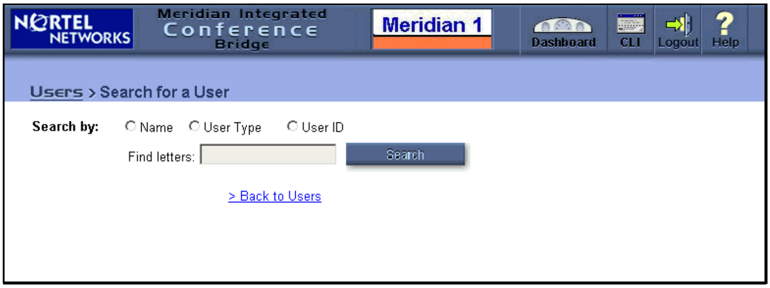


> ***Note:*** The password for a new user is initially 000000 (six zeros). Nortel Networks recommends that the user change the password during the first login session.

Searching for a user

Click on **Search for User** in the **Users List** window to open the **Search for a User** window, which displays a subset of users based on entered criteria.

Figure 18
MICB Dashboard – Users > Search for a User window



Select one of the **Search by:** radio buttons to specify the field to search. The following options are available: **User Type**, **User Name**, and **Name**. For the **Name** option, the system treats the whole name as one string and makes no distinction between first and last name.

The system searches the string depending on the entry in the **Find letters:** field. All values that begin with this string are returned. The search is case-insensitive. In the example shown in Figure 18, the field is searched by name the letter to find is "k". The system displays all names that begin with "k".

Importing a user

Before importing users, define the Dual Meeting parameters (see step 6 on page 19). If the second card's IP address is not configured, an error message appears.

- To import a user list from the other MICB card in a dual-card pair, click **Import User** in the **User List** window. This button only appears in a primary or secondary MICB card. It does not appear in stand-alone MICB configurations. Use this window to define the same users on both cards, instead of re-entering all user data twice.

- To import users, click **Import User**. The confirmation dialog box seen in Figure 19 opens.

Figure 19
MICB Dashboard – Import Users confirmation box

Table 5 describes the information that this message displays.

Table 5
MICB Dashboard – Import Users confirmation box

Field	Description
First line	Indicates from which card the users will be imported. If the importing card is the primary card, the IP address of the secondary card is displayed. If the card is the secondary card, the IP address of the secondary card is displayed.
Second line	Shows how many users are already defined in this card.
Third line	Shows how many users can be imported. An MICB card can have up to 100 users. When the number of users reaches 100, the system terminates the import process.
Fourth line	States that existing users will not be changed. The system does not import a User Name if an identical User Name already exists on the card.
Fifth line	Confirm or cancel the import.

Click on the **OK** button to start the import process. When the system completes the import, it updates the **User List** window to include imported users. At this point, the user can be modified or deleted.

Configuring call-out groups

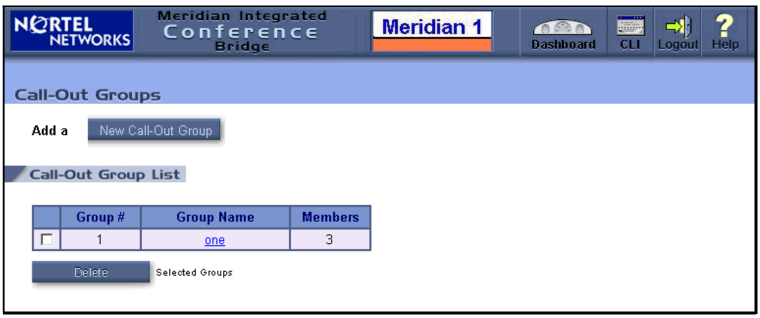
This section contains the following topics:

- Overview (page 40)
- Viewing group details (page 42)
- Editing a member (page 46)
- Adding a group (page 47)

Overview

The **Call-Out Groups** screen enables an administrator to: (1) view a list of Call-Out Groups, or (2) add a new Call-Out Group.

Figure 20
MICB Dashboard – Call-Out Group List window



The **Call-Out Groups** window displays a read-only list of groups, sorted by group number. Table 6 describes these fields.

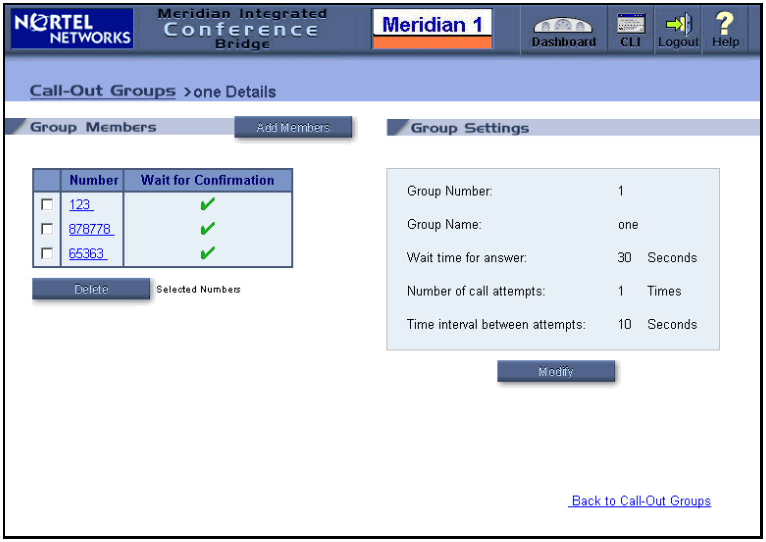
Table 6
Call-Out Groups fields

Field	Description
Group #	The number that identifies the group. The chairperson uses this number when calling a group from the TUI. *Range:* 1 to 64
Group Name	Text, up to 20 characters, that describe this group. The name displayed is a link. Click on the name to open the **Group Details** window for this group.
Members	Shows the number of members in the group.
Checkboxes	Click in a check box to select the group. Use the **Delete** button at the bottom of the window to delete the group. Before deleting the group, the system displays the following dialog box, **“Are you sure you want to delete these three groups?”**

Viewing group details

Select a group name in the **Groups List** window to open the **Call-Out Groups** window. In the **Call-Out Groups** window, users can view and modify an existing group.

Figure 21
MICB Dashboard – Call-Out Groups > Details window



The **Details** window displays group members and properties. Click on the **Next 10** or **Previous 10** link to view additional group members. Table 7 on page 43 describes the columns in the **Group Members** table in the **Call-Out Groups** window.

Table 7
Group Members table columns

Field	Description
Number	The telephone number of this member. The system dials this number when a chairperson calls this group. The number displayed is also a link. Click on the number to open the **Edit Member** window and edit the group member. ***Note:*** The telephone numbers are dialed in their order of appearance on the list. If there are not enough free ports only as many numbers are dialed as there are free ports.
Wait for Confirmation	Activate, or de-activate, the answer confirmation for this member as follows: • **Activated** (checkmark) – When the system calls this number due to group- call-out activation, the MICB waits for a “human” answer confirmation. The system prompts the called party to enter an asterisk (*) from their DTMF keypad. If the system does not receive this confirmation, the MICB retries the call as defined in the group’s properties. The system does not connect the called party to the conference, until it receives the answer confirmation. This is the default value when adding members, and is the recommended mode when the destination is a person and not a machine • **Not activated** (X) – The MICB does not wait for confirmation. Upon call origination, the system connects the call to the conference.
Checkboxes	Click on a check box to select a group member. Click **Delete** at the bottom of the window to delete the group member. Before deleting the group, the system displays the following dialog box, for example: “Are you sure you want to delete these five members?” Select **Add Members** at the top of the table to add a member to the group. See Figure 23 on page 45.

The right side of the window displays the group’s properties for outcalling retries. These settings apply only to members with the **Wait for Confirmation** option activated. Table 8 on page 44 describes these parameters, which are view-only.

Click **Modify** to change these settings. The **Modify Group Settings** window appears as shown in Figure 22.

Table 8
Group Settings Retry parameters

Field	Description
Wait time for answer	The number of seconds to wait for the called party to answer when calling numbers in this group. An answer here refers to the DTMF * keypad press. The time is measured from call origination, so it includes the dialing and ringing stages. *Range:* 15-90 seconds. *Default:* 30 seconds.
Number of call attempts	The number of times to try each number in case of failure. Value 1 means only 1 attempt, no retries. *Range:* 1-3. *Default:* 1.
Time interval between attempts	The number of seconds the system waits before retrying the same number. *Range:* 5-30 seconds. *Default:* 10.

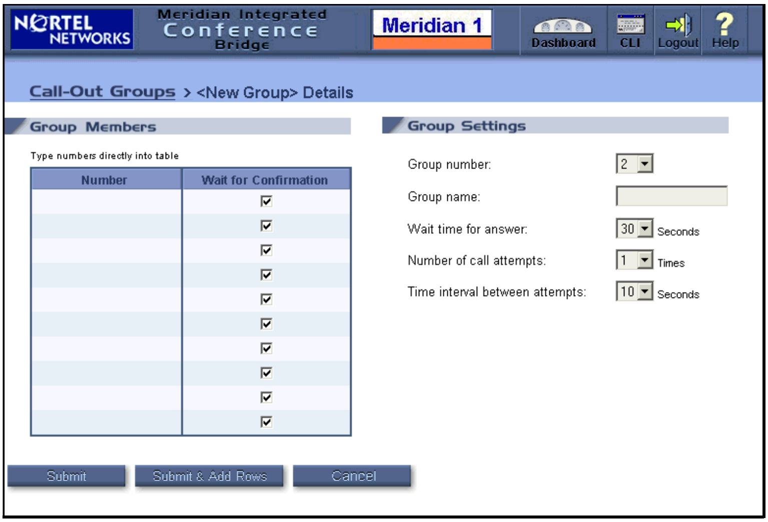
Figure 22
MICB Dashboard – Call-Out Groups > Details > Modify Group Settings window

The **Group Number** parameter is view-only. Modify the name and parameters as described in Table 6 on page 41.

Procedure 7
Add one or more members to a group

1. Access to the BUI. See "Accessing the BUI" on page 11.
2. In the Dashboard, select **Call-Out Groups**.
3. Select a specific group in the **Group Name** column.
4. Select **Add Group** in the **Call-Out Group > Details** window.
5. Enter a phone number for each member you want to add.
6. Select the corresponding checkbox to set the **Wait for Confirmation** option for each added member. The table contains ten rows.

Figure 23
MICB Dashboard – Call-Out Groups > Details > Add Members window



Editing a member

Complete the steps below to edit a member.

Procedure 8
Editing a member

1 Access to the BUI. See "Accessing the BUI" on page 11.

2 In the Dashboard, select **Call-Out Groups**.

3 Select a specific group in the **Group Name** column.

4 Select **Modify** in the **Call-Out Group > Details** window.

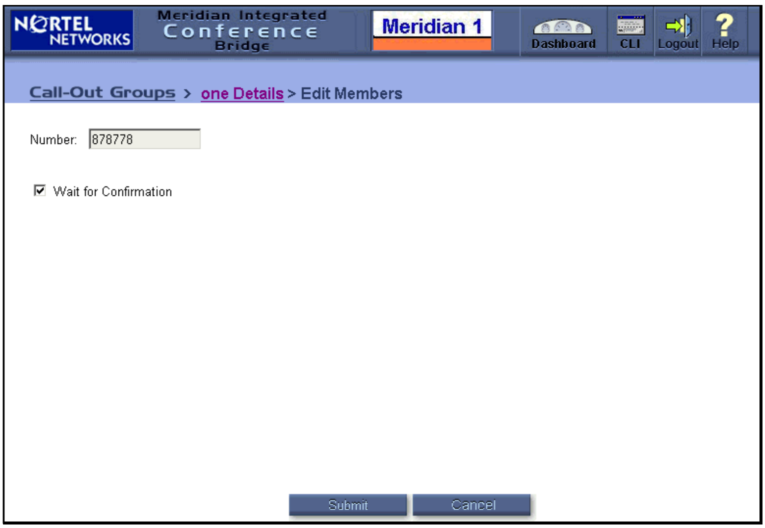
5 In the **Edit Member** window, complete one or both of the following actions.

   a Edit the number directly in the text box.

   b Select the **Wait for Confirmation** box to change the **Wait for Confirmation** option.

6 Select **Submit**.

Figure 24
MICB Dashboard – Call-Out Groups > Details > Edit Member window



Adding a group

Complete the steps below to edit a member.

Procedure 9
Adding a group

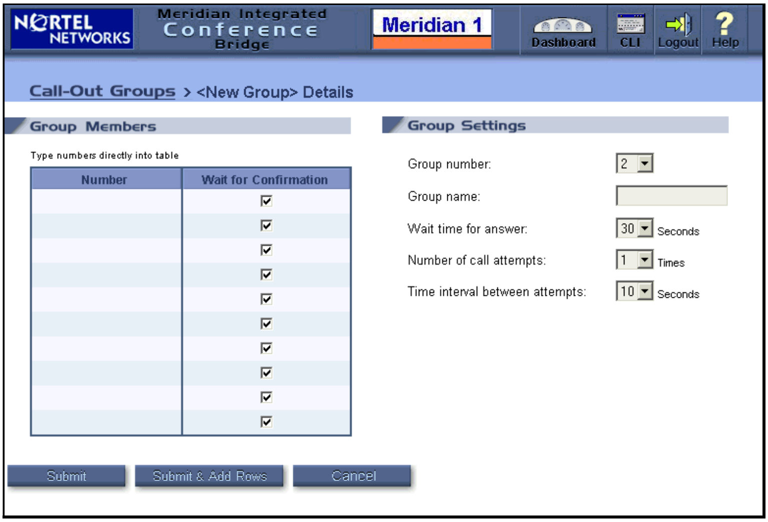
1 Access to the BUI. See “Accessing the BUI” on page 11.

2 In the Dashboard, select **Call-Out Groups**.

3 Select **New Call-Out Group**. See Figure 20 on page 40.

4 In the **New Group Details** window (see Figure 25), specify group name and retry parameters. This window has the same layout and fields as the **Call-Out Group Details** window. The **Group Number** pull-down menu shows only available numbers, that is, number not used by other groups.

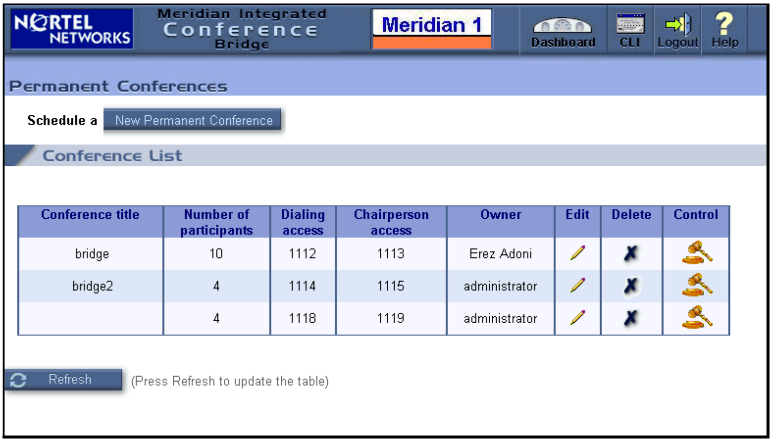
Figure 25
MICB Dashboard – Call-Out Groups > <New Group> Details window



Configuring permanent conferences

In the **Permanent Conference** window an administrator can (a) access the **Permanent Conference List** window or (b) open the **New Permanent Conference** window.

Figure 26
MICB Dashboard – Permanent Conferences List window



Conference title	Number of participants	Dialing access	Chairperson access	Owner	Edit	Delete	Control
bridge	10	1112	1113	Erez Adoni			
bridge2	4	1114	1115	administrator			
	4	1118	1119	administrator			

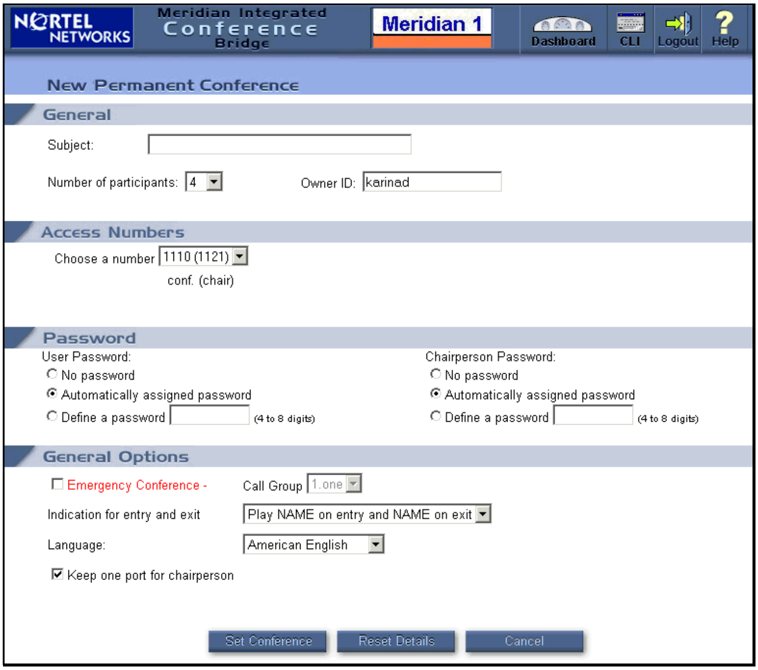
The **Conference List** table shows a list of permanent conferences in the card as seen in Figure 26. This table is similar to the regular conference table except that the time-related fields (start and duration) do not exist. Start and duration are irrelevant in permanent conferences. All other fields are the same. Note that because a permanent conference is always active, the **Control** icon appears for all conferences.

In the **Permanent Conferences List** window, users can:

- Schedule a new permanent conference. Click **New Permanent Conference** to open the **New Permanent Conference** window.
- Edit an existing conference. Click on the **edit** icon (pencil) in the conference row of the **Conference List** table. The **Edit Permanent Conference** window opens.

Note: These two windows are identical, except during the edit operation the window's title shows **Edit Permanent Conference**.

Figure 27
MICB Dashboard – New/Edit Permanent Conference window



The **New/Edit Permanent Conference** window is similar to the regular conference scheduling window, except that some time-related fields are not applicable. Fields that do not apply are as follows.

- start-time and duration
- the recurrent option
- the dual-card meeting link (since a permanent conference cannot be a dual-card meeting)
- the **Add port if needed** option (since it does not apply for permanent conferences)

Unlike the regular scheduling window that has pop-up sections, all fields and options appear on the basic window.

Procedure 10
Configuring a permanent conference

1 Access to the BUI. See “Accessing the BUI” on page 11.

2 In the Dashboard, select **New Permanent Conf**.

3 Configure general parameters.

- **a** In the **Subject** field, enter up to 20 characters that describes the purpose of the conference. The default value is empty.

- **b** In the **Number of Participants** field, enter the number of ports to reserve for this conference, including chairperson ports. The application ensures that the total number of reserved ports for this time period does not exceed system capacity. The system performs validation after submission. The acceptable range is 3 to 32. The default is 4.

- **c** In the **Owner** field, enter the name of the owner. By default, the conference owner is the conference administrator. The administrator can schedule the permanent conference with a different conference chairperson. In this case the chairperson can control the meeting, but not edit or delete it.

4 Configure access numbers. For the **DN pair usage** field option, select the access DN Pair to use by selecting a number from the list. The list shows pairs of numbers in the format: [conference (chairperson)]. The system checks the availability of the number when the form is submitted for execution. If the numbers are not available, the scheduling fails.

5 Configure passwords.

- **a** For the **User Password** field, enter an optional password for the conference. If configured, callers must enter this password to join the conference. Available options are as follows:

  - **i.** **None**. No password is assigned.

  - **ii.** **Automatically assigned** (the default). The system automatically generates the password. The administrator sets the password length from 4 to 8 digits.

iii. **Define a password**. Choose a password. The range is 4 to 8 digits. The window shows the password as it is entered. The system does not check the password for uniqueness. Different conferences can use the same password.

b For the **Chairperson Password** field, enter a password for chairperson authentication. This field has the same options as the user password.

6 Configure general options.

a Check **Emergency Conference** to define an emergency conference with an associated call group. The system automatically calls the specified groups members from the conference when the chairperson dials the conference. The selection box lists existing groups in the card. Note that this type of conference can be used for invoking emergency personnel.

b In the **Indication for entry and exit** field, define how the system indicates when people enter or exit a conference. The following options are available from the pull-down menu:

i. Play name on entry and name on exit (the default).

ii. Play name on entry and tone on exit.

iii. Play tone on entry and tone on exit.

iv. Silence (no indication for entry or exit).

c In the **Language** field, select the language the system uses for voice prompts during the conference. The pull-down menu offers the set of languages available in the system. The default is the MICB card's default language. When using single-number access, the preferred language takes affect after the caller enters the conference ID and password. Before that the system uses the default language.

d Check **Keep one port for chairperson** to reserve a port for the chairperson. When all the ports are occupied but one, and the chairperson has not yet dialed in, the remaining port is not available for a participant. If this box is not checked, the system uses the ports on a first-come first-serve basis. In this case, if all the ports are taken up by participants, the system will not allow the chairperson to enter the conference. By default, this option is checked (on).

Upgrading the number of ports

Administrators can perform card and firmware upgrades in the Dashboard.

Procedure 11
Upgrading the number of ports

1 Access to the BUI. See “Accessing the BUI” on page 11.

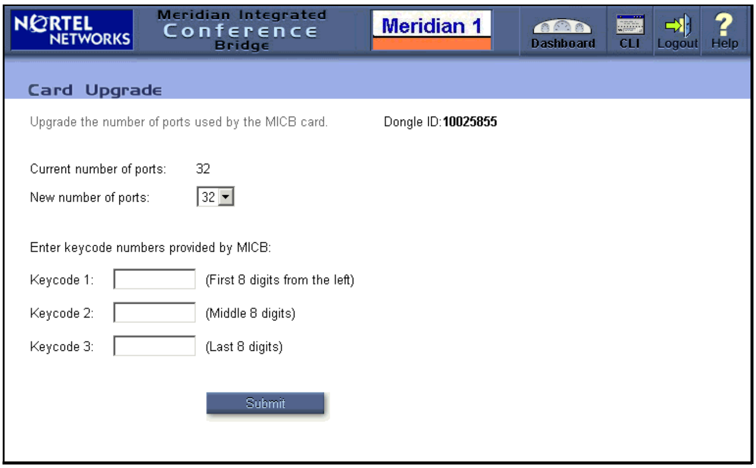
2 In the Dashboard, select **Upgrade the Number of Ports**.

3 In the **Card Upgrade** window, select a value in the **New number of ports:** pull-down menu.

4 In the **Keycode x:** fields, enter keycodes as required.

5 Select **Submit**.

Figure 28
Card Upgrade



Upgrading the firmware version

Follow the steps below to upgrade the MICB Release 3 firmware version.

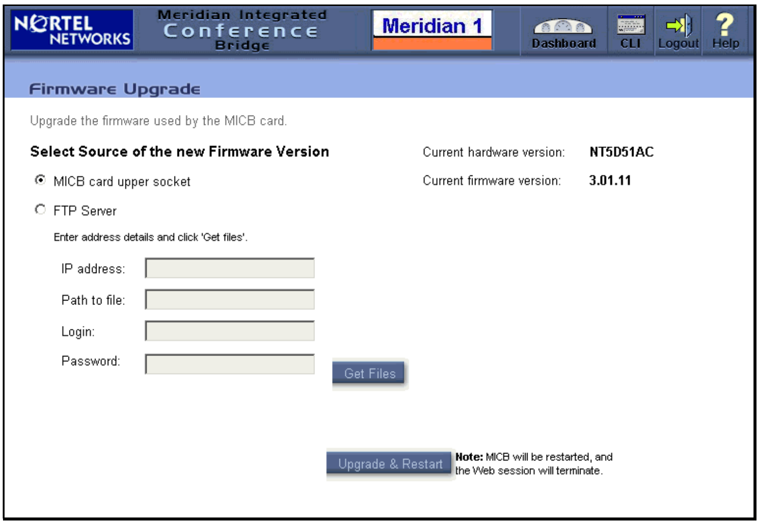
Procedure 12
Upgrading the firmware version

1 Access to the BUI. See "Accessing the BUI" on page 11.

2 In the Dashboard, select **Upgrade the Firmware Version**.

3 In the **Firmware Upgrade** window, select the source of the new Firmware Version. If the source is an FTP server, specify the IP address, path, login user name, and password.

Figure 29
Firmware Upgrade



Backing up data

The MICB Release 3 BUI provides three back-up options:

- back-up to a PCMICA drive in the upper socket
- back-up to an email address
- back-up to an FTP server

Figure 30 shows the **Scheduled Backup** window, which opens when a user selects **Define Scheduled Backup settings** in the Dashboard. Figure 31 on page 55 shows the **Manual Backup** window, which opens when a user selects **Execute Manual Backup** in the Dashboard. The **Backup** section in the Dashboard also contains links that enable administrators to back up a history log and view details of the last back up.

Figure 30
Scheduled Backup

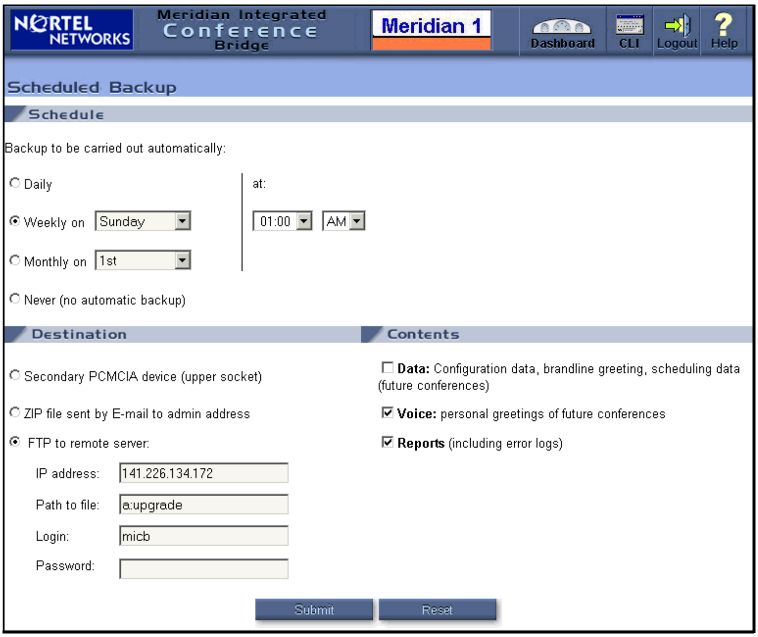
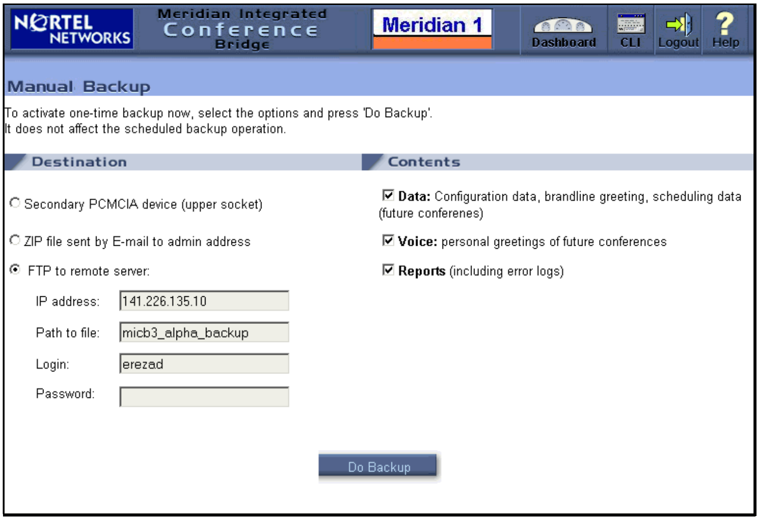


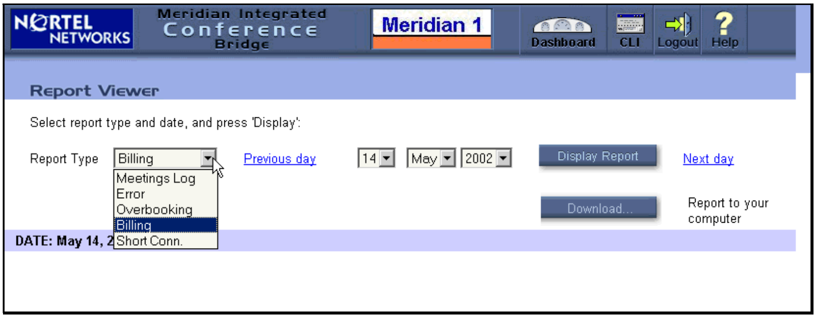
Figure 31
Manual Backup



Generating reports

An administrator can select **View a Report** in the Dashboard and then select a report to generate, based on report type and date. The administrator can display the report on-screen or download the report to a computer.

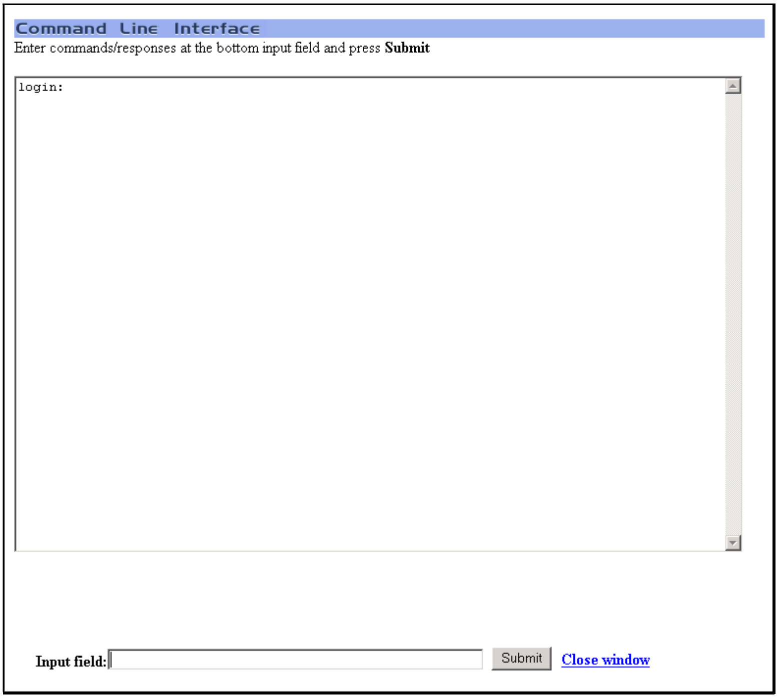
Figure 32
Report Viewer



Using the Command Line Interface (CLI)

Administrators can input commands through the CLI Interface window. Typically, an administrator uses the CLI during initial installation to enter the IP and gateway addresses for the card. The CLI also supports maintenance operations. For more information about CLI log in and commands, refer to the *Meridian Integrated Conference Bridge Service Implementation Guide* (553-3001-102 / 555-4001-135).

Figure 33
CLI Login Screen



Browser User Interface (BUI) options for non-administrators

This section contains the following topics:

Things to know

This section contains the following topics:

User levels

The Meridian Integrated Conference Bridge (MICB) Release 3 BUI supports three user levels as follows:

- **Administrator**. An administrator can set up the card, add one or more users (including super-users), and delete one or more users.
- **Super-User**. A super-user can see and change *any* meeting scheduled on the MICB.
- **Regular User**. A regular user can create and modify *their own* meetings. A regular user cannot see or change the meetings of others.

The Conference List window

The home screen for the MICB Release 3 BUI is the **Conference List** window, as shown in Figure 34. In this screen, users can view scheduled conferences, create a new conference, change passwords, and more.

Figure 34
Conference List window

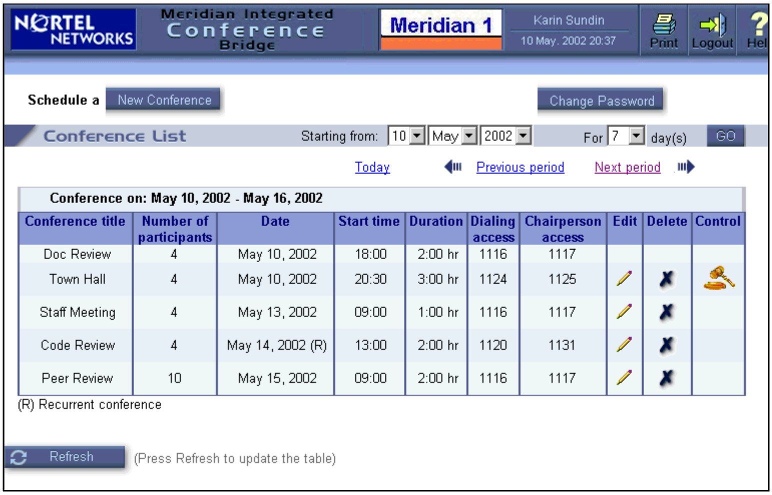


Table 9
Components in Conference List window (Part 1 of 2)

Component	Description
New Conference	Click to set up a new MICB conference.
Change password	Click to change a password.
Conference title	Shows the subject text that appears when scheduling a meeting. It can be empty.

Table 9
Components in Conference List window (Part 2 of 2)

Component	Description
Number of participants	Shows the number of ports reserved for this meeting.
Date	Shows the conference date. For permanent conferences, the date shows **Permanent**. For recurrent conferences, **(R)** follows the date.
Start time, Duration	Shows the conference start time and duration. For permanent conferences, these fields are empty.
Dialing access	Shows the conference access number (DN).
Chairperson access	Shows the chairperson access number (DN).
Owner	Shows the name of the person who scheduled the conference. This column appears only for super-users, as they can view all meetings. When a super-user schedules a conference and enters another user in the **Owner** field, that user becomes conference owner and their name appears here.
Edit	Click to open a window for editing the conference. The window opens with the selected item's parameters. The super user cannot edit, only view or control a permanent conference.
Delete	Click to delete the conference. When clicked, a confirmation dialog box appears. If the conference is **active**, the following additional line appears before the confirm delete statement: **"Warning! This conference is active."** The super-user cannot edit a permanent conference; they can only view or control a permanent conference.
Control	Click to open the **Meeting Control** window for an active conference.

Dual-card meeting

In a dual-card meeting, the commands that a chairperson implements from the BUI apply to participants in both cards. The following features are available in a dual-card conference:

- **Dial-out to a specified number –** dial-out uses a port on the secondary card, if there is no port available on the primary card.
- **Consult with participant –** the chairperson can consult with participants on the secondary card.
- **Play name –** this feature works with participants on both cards. The system plays the name on the chairperson's desktop, not the telephone.

Accessing the BUI

This section contains the following topics:

General information

The MICB Release 3 BUI supports open access from anywhere on the Internet, including gateways and firewalls. The MICB web server is accessed over an Ethernet connection. The system does not support browsers running on MacIntosh computers. Cookies enabled is the default setting in Web browsers. Do not disable the cookies function in the browsers.

Preparing to use the BUI

Follow the steps in Procedure 13 before using the BUI.

Procedure 13
Preparing to use the BUI

1 Check the Web browser version.

- **a** Netscape Communicator users must run version 4.5 or higher. To check the version, select **About Communicator** from the **Help** menu.
- **b** Microsoft Internet Explorer users must run version 4.01 or higher with Service Pack 1. To check the version, select **About Explorer** from the **Help** menu.

To upgrade the Web browser, ask the system administrator about the upgrade procedure.

2 Obtain the following information from the MICB Release 3 administrator.

a your MICB Release 3 UserID name

b your MICB Release 3 login password

c the MICB Release 3 IP address (for example, http://47.14.38.104)

Logging in to the BUI

Follow the steps in Procedure 14 to log into the BUI.

Procedure 14
Logging in to the BUI

1 Enter the MICB Release 3 IP address in the browser's **Location** or **Address** field and press **Enter** or **Return**. The MICB Release 3 **Login** window appears as shown in Figure 35.

Note: By default, the **Login** screen has a generic image. Customers can replace this image with their own. See "Customizing images" on page 31. In Figure 35, the image has been removed.

Figure 35
MICB Release 3 login window

2 Bookmark this URL for future use.

3 Select the **LOGIN** button**.** The **Network Password** window appears.

Figure 36
Network Password window

4 Enter the User Name in the **User Name** field. To log in as chairperson, enter the chairperson access number and the conference password (this is the same numbers the chairperson dials when joining the conference from a telephone).

5 Enter the six-digit password in the **Password** field. To log in the first time, use the default password assigned by the Administrator.

6 *Option*: Click **Save this password in your password list**.

7 Click **OK**.

Changing the password

Follow the steps in Procedure 15 to change a conference call password.

Procedure 15
Changing the password

1 Access to the BUI. See “Accessing the BUI” on page 64.

2 Select **Change Password** in the **Conference List** window (See Figure 34 on page 61). The **Change Password** window opens, as shown in Figure 37.

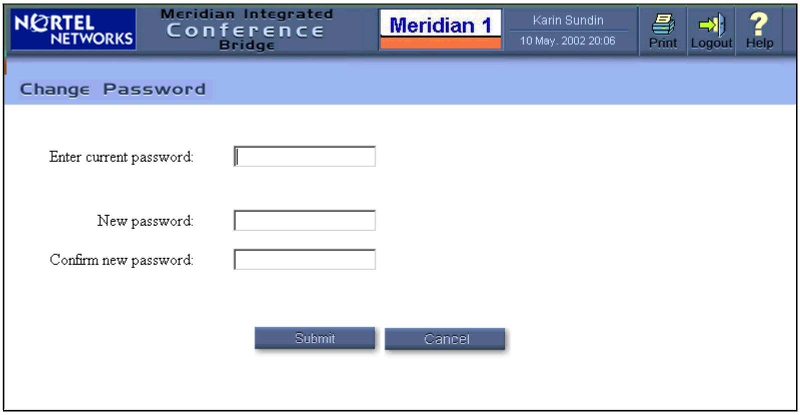
3 Enter current password in the **Enter current password:** field.

4 Enter new password in the **New password:** field.

5 Reenter new password in the **Confirm new password:** field.

Note: When the **Change Password** window is accessed from the Dashboard, it changes the current password.

Figure 37
Password change window



Scheduling a new one-time conference call

Follow the steps in Procedure 16 to schedule a new one-time conference call.

Procedure 16
Scheduling a new one-time conference call

1 Access to the BUI. See "Accessing the BUI" on page 64.

2 Select **New Conference** in the **Conference List** window (see Figure 34 on page 61). The **Schedule a New Conference** window opens, as shown in Figure 38 on page 69.

3 Configure general parameters.

a In the **Subject** field, enter the text that describes the purpose of the conference. For **Range**, enter up to 20 characters or leave empty. The default is empty.

b In the **Number of participants** field, enter the number of ports reserved for the conference, including chairperson ports. The application ensures that the total number of reserved ports for the time period does not exceed system capacity. The system performs validation after submission. Users can open the **Free Ports** window to determine port availability. Acceptable values for **Range** are **3 to 32**. The default is **4**.

c *Option*: Select **Dual MICB meeting**. (Note: This link appears only on the primary MICB card in a dual-card set.) If selected, a **Dual Meeting** window opens. Users can select 60 or 62 ports, depending on the value of the **full chairperson control** parameter. The **Access Numbers** section displays a fixed dual-card meeting DN that cannot be changed.

d In the **Start date** field, enter the start date for the conference. For **Range**, enter the current day to one year ahead of current day. The default is the current day. This field cannot be modified when editing an existing conference.

Figure 38
New Conference window

e In the **Owner** field, enter the user name of the person who scheduled the conference. The owner can delete or edit the information. When the BUI displays the **User Name** field to a regular user, it cannot be edited. When the BUI displays this field to a super-user, the super-user can edit it.

f In the **Chairperson** field, enter the name of the chairperson for the user's reference. For **Range**, enter up to 20 characters. The default is empty. To define chairperson parameters, see step 4 in Procedure 19 on page 80.

4 Configure time parameters.

a In the **Start Time** field, enter the start time that the conference. The minutes box shows 15-minute increments (that is, 0, 15, 30, and 45). The range is hours/15-minute increments. The default is the current time and rounded to the nearest 15 minutes as follows. In the first 10 minutes of the interval, the system rounds the time off to the past 15 minute value. For example, if the time is 8:23, the box shows the time as 8:15. The system interprets this as an immediate conference.

In the last 5 minutes of the interval, the system rounds it to the future 15-minute value. For example, 8:26 appears as 8:30.

b In the **Duration** field, enter the conference duration. For **Range**, enter up to 12 hours in 15-minute increments. The selection box shows all possible values. The default is 1 hour.

5 Configure access numbers. Select *one* of the following options:

a Select **automatically assigned**. The system automatically selects the DN pair.

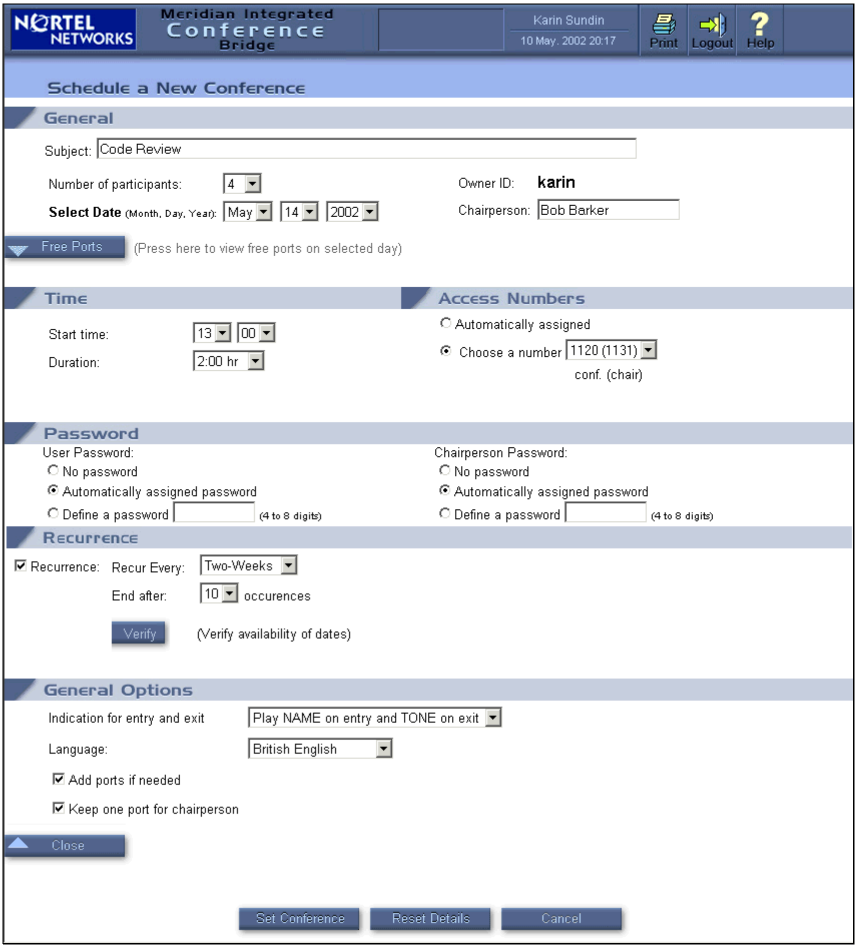
b Select **choose a number** from the pull-down list. The list contains number pairs in the format: **[conference (chairperson)]**. The system checks the availability of the number when a form is submitted. If the numbers are not available, the scheduling fails.

6 *Optional*. Create a conference password. If configured, callers must enter this password to join the conference. Complete steps as follows.

a Select **Options** in the **New Conference** window. The **Options** screen opens as shown in Figure 38 on page 69.

b Look in the **Password** section.

Figure 39
Meeting List window fields - Options section



c In the **User Password** field, select one of the following options:

i. **No password**.

ii. **Automatically assigned password**. The system automatically generates the password. The administrator can set the password length from 4 to 8 digits.

iii. **Choose a password**. The user defines the password. The range is 4 to 8 digits. The window shows the password as it is entered. The system does not check the password for uniqueness. Different conferences can use the same password.

d In the **Chairperson Password** field, enter a password for chairperson authentication. This field has the same options as the user password.

7 *Optional*. Configure options.

a Select **Options** in the **New Conference** window. The **Options** screen opens as shown in Figure 38 on page 69.

b Look in the **General Options** section.

c In the **Indication for entry and exit** field, define how the system announces the entry or exit of a participant. Four options are available from the pull-down menu: (1) Play name on entry and name on exit (the default), (2) Play name on entry and tone on exit, (3) Play tone on entry and tone on exit, and (4) Silence (no indication for entry or exit).

d In the **Language** field, select the language the system uses for voice prompts. The pull-down menu offers the languages available in the system. The default is the MICB card's default language that an administrator can select with the **Installation Wizard**. When using single-number access, the indicated language takes effect after the caller enters the conference ID and password. Before that, the system uses the default language.

e If the user selects **Add ports if needed**, the system reserves additional ports to accommodate unanticipated participants. The system only adds ports if available, that is, if they are not reserved for another meeting.

f Select **Keep one port for the chairperson** to reserve a port for the chairperson. If this box is not checked, the system makes ports available on a first-come, first-serve basis. In this case, if all the ports are in use, the system does not allow the chairperson to enter the conference. By default, this option is enabled.

8 Review conference information in the **Conference Details** window as shown in Figure 40. The system displays the window after it stores the meeting in the database. The window displays conference details and options in the same layout as the **Scheduling** window.

Figure 40
Conference Details window

9 Select **Logout**.

Scheduling a new recurrent conference call

The **Recurrence** section does not appear for dual-card conferences, because they do not support the recurrence option.

The recurrence option is only available when a user selects a specific DN pair in the **Basic** window. If a DN pair is not selected, a pop-up message opens that says the DN pair must be selected first.

Procedure 17
Scheduling a new recurrent conference call

1 Access to the BUI. See "Accessing the BUI" on page 64.

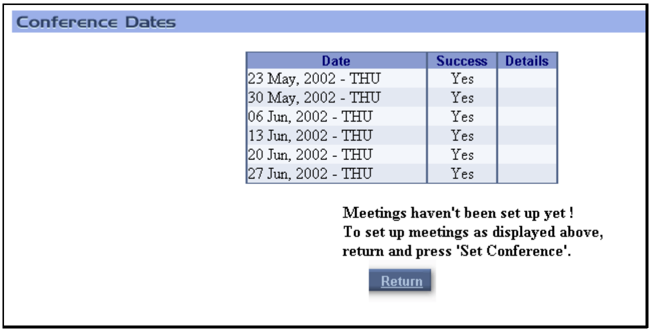
2 Select **New Conference** in the **Conference List** window (See Figure 34 on page 61). The **Schedule a New Conference** window opens as shown in Figure 38 on page 69.

3 Enter standard conference details as outlined in Procedure 16 on page 68.

4 Configure recurrence parameters.

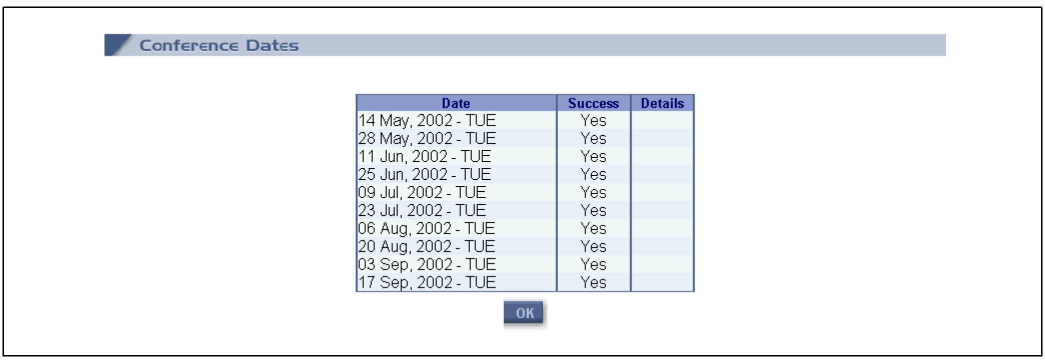
- **a** Select **Options** in the **New Conference** window. The **Options** screen opens as shown in Figure 38 on page 69.
- **b** Look in the **Recurrence** section.
- **c** In the **Recurrence** checkbox, activate or de-activate the recurrence feature. When this box is checked, the adjacent criteria applies.
- **d** In the **Recur Every** field, enter the recurrence interval. Available values are: day, workday, week, two-weeks, and month. If the first conference is not a workday, the workday option is not available.
- **e** In the **End After** field, define the number of conference occurrences. Up to 30 occurrences can be defined, but they cannot be more than a year in advance.
- **f** Select the **Verify** button to confirm port availability. The **Verify Result** window opens as shown in Figure 41 on page 75. The system displays the resources available for each occurrence.

Figure 41
Recurrent Meeting Verify Result window



5 Review the schedule for the recurrent meeting. In the **Conference Dates** section of the **Conference Details** window, the system lists the scheduled dates for the conference, including the first date specified in meeting details. The window also displays the success result for each date specified in the recurrence criteria. In the case of a failure, the system indicates the reason. For example, a failure can result because the DN is in use or there may be insufficient ports. See Figure 41.

Figure 42
Conference Dates



Editing a conference call (one-time or recurrent) before it starts

The following fields cannot be modified when editing a conference:

- the date
- the dual-card meeting option (a single card conference cannot be made dual)
- recurrent option

An active meeting can be edited, but only the following fields can be changed:

- the number of participants
- the duration
- the addition of ports as needed (under the Options section).

Procedure 18
Editing a conference call (one-time or recurrent) before it starts

1 Access to the BUI. See "Accessing the BUI" on page 64.

2 Select an **edit** icon (a pencil) for a scheduled conference in the **Conference List** window (See Figure 34 on page 61).

3 Edit conference details as outlined in Procedures 16 and 17.

4 Review information in the **Conference Details** window (see Figure 40 on page 73). This window opens after the system stores edits in the database.

Controlling a conference call in progress

The chairperson is the only person that can access the **Meeting Control** window.

The BUI only allows one active window per meeting. The associated voice port is the one identified as chairperson by access number.

The **Meeting Control** window changes if the chairperson is not present. When no chairperson is present, the system disables call-related buttons as shown in Figure 43 on page 78. The following features are unavailable in this mode: Self mute/unmute, Stop/play music, Volume control, Dial out, Consult with participant. After the chairperson joins the conference, the **Meeting Control** window changes to the **Active Chairperson** window.

In the **Meeting Control** window under chairperson:

- The field shows the CLID of the call, if (a) available and (b) the chairperson dials in to join the conference. If the CLID is not available, the window displays **number not available**.
- The field shows the called number, if the chairperson outdials to join the conference. This is part of the **Acquire Chairperson Control** feature.

The **Meeting Control** window contains a button to release chairperson control. This button releases both TUI and BUI control. Clicking the button allows someone else to acquire chairperson control and enter the BUI control window of the meeting.

Figure 43
Conference Call Manager – Chairperson in attendance

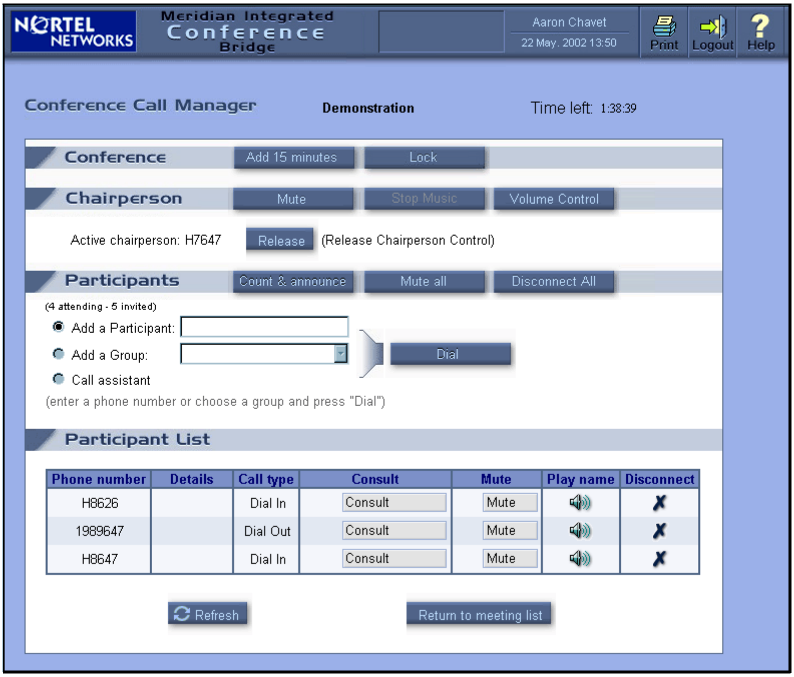
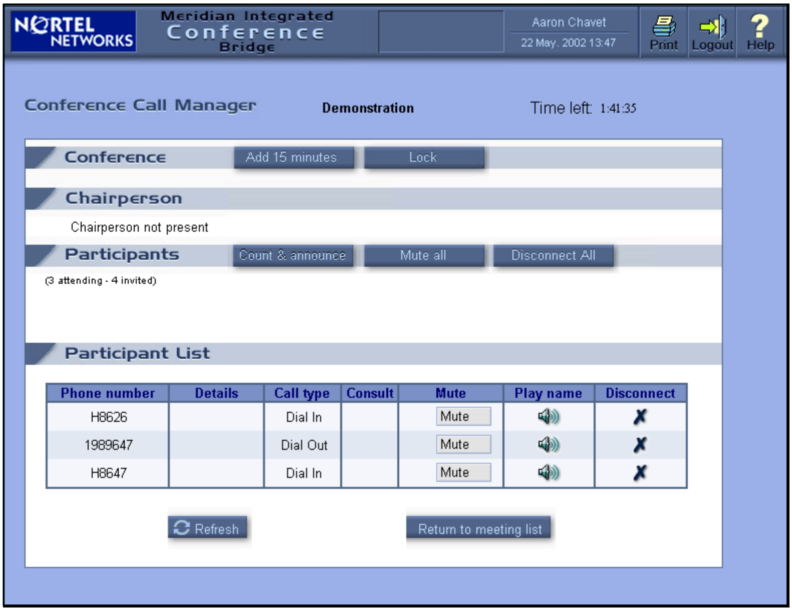


Figure 44
Conference Call Manager – Chairperson not in attendance



Procedure 19
Controlling a conference call in progress

1 Access to the BUI. See “Accessing the BUI” on page 64.

2 Access the **Conference Call Manager** window. Do one of the following:

a In the **LOGIN** window, enter the meeting access number and chairperson password for the active meeting.

b In the **Conference List** window, select a gavel icon for an active meeting in the **Control** column. (The gavel icon only appears while the meeting is active.)

3 Edit parameters in the **Conference** section.

a Select **Add 15 minutes** to increase conference duration. The chairperson can select this option at any time during the meeting. If successful, the system updates the “Time Left” indication.

b Select **Lock/Unlock** to toggle from locked to unlocked.

Note 1: The **Time Left** field is a read-only field that shows the time left in a meeting.

Note 2: In the **Set the conference start time and duration** field, the application uses the 24-hour format to display start time hours. The application displays start time in 15-minute increments. The default is the current time.

4 Edit parameters in the **Chairperson** section.

a Select **Mute** to deactivate the chairperson’s voice port. Select **Unmute** to activate the chairperson’s voice port.

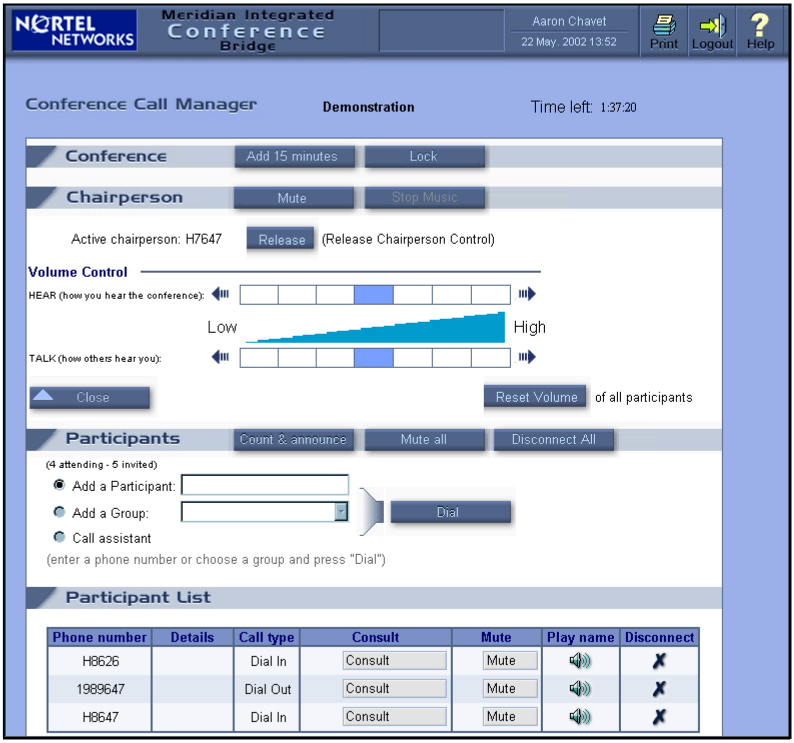
b Select **Stop Music** to stop music play. Select **Resume Music** to resume music play.

c Select **Volume Control** to increase or decrease the volume of incoming and outgoing voice. The **Volume Control** panel opens as shown in Figure 45. The two scales in the middle of the **Volume Control** panel show the increase/decrease level for hear and talk directions. The middle of the scale is zero, which indicates no volume change.

i. Select an arrow to increase or decrease volume. The colored rectangle in the scale advances one step for each arrow click.

ii. Click **Reset Volume of all participants** to restore the volume level of all participants.

Figure 45
Volume Control panel



5 Edit parameters in the **Participants** section.

a Select **Count and announce** to announce the total number of participants, followed by the participants' names as recorded in the name entry.

b Select **Mute all** to silence all participants, except the chairperson. When muted, the button changes to **Unmute**.

c Select **Disconnect all** to disconnect all participants, except the chairperson. When clicked, the application opens a dialog box (**OK/CANCEL**) to confirm this operation.

d Select **Dial** to establish a private call with a participant, a group (that is, Group Call), or an assistant. Once selected, the window changes to show the two options: **Return with called party** and **Return without called party**. In addition, the following chairperson call-related buttons are disabled: Self Mute, Stop Music, Volume Control, Count & Announce, Mute All.

6 Edit parameters in the **Participant List** section as shown in Figure 46 on page 83.

a *Option*: Enter text in the **Detail**s field for personal reference. (For example, enter the participant's name.)

b Select **Consult** to initiate a private call with a participant. Select **End** to terminate a private call with a participant. The system uses an icon to indicate a private call. During a consultation, an icon appears beside **End consultation**.

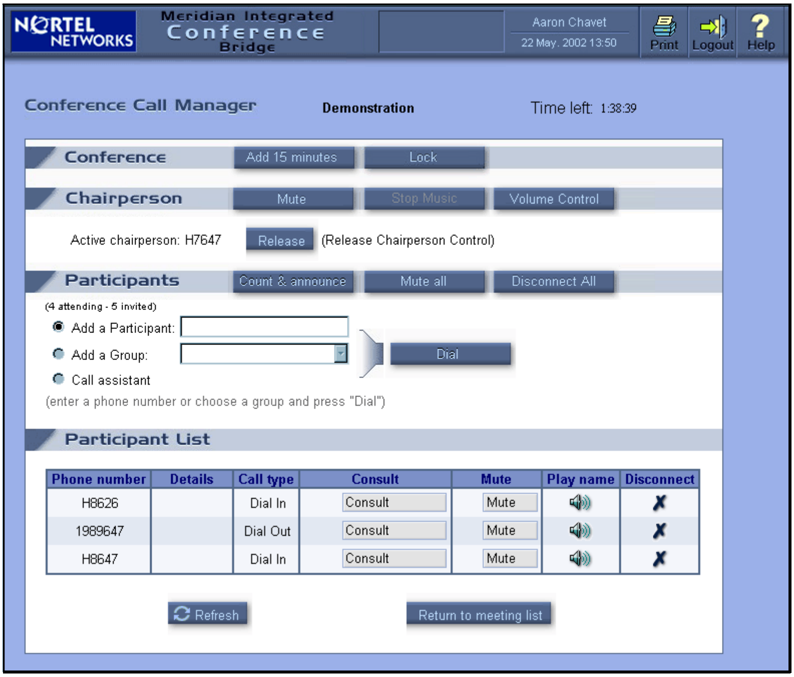
c Select **Mute** to mute an individual participant. Select **Unmute** to unmute an individual participant.

d Select **Disconnect** to release the participant. Before disconnecting, the system displays a dialog box that shows: **Disconnect this participant?** with **OK** and **Cancel** buttons.

e **Select Play name** to play the participant's name as recorded by the name entry feature. The system plays the name on the chairperson's desktop, not their telephone.

The **Participant List** section contains several information fields. The **Phone number** field shows the CLID or called number. The **Call Type** field shows regular, dial-out, or expand. The system updates the window automatically every two minutes.

Figure 46
Active chairperson window - Participant List



Telephone User Interface (TUI)

This chapter contains the following sections:

Overview

The Meridian Integrated Conference Bridge (MICB) Release 3 provides a Dual Tone Multi-Frequency (DTMF), menu-driven Telephone User Interface (TUI). The TUI enables the chairperson and conferees to initiate commands during an active conference, for example, to mute a caller.

There is a separate service where a conference can be booked using the telephone's keypad. Also, a conference owner can record a meeting-specific greeting, or to record a system greeting by the administrator. Dial a unique DN to access the TUI service, then schedule a conference or record a greeting by following the voice menu's instructions.

In the MICB card, define a new DN for the TUI scheduler through the BUI Installation Wizard. See "Browser User Interface (BUI) options for administrators” on page 7 for more information. Use the BUI to define a TUI User Name for each user.

Scheduling a conference

To use TUI scheduler, enter a TUI user name and password.

When a port is reserved for the TUI, x-1 ports are available for the conference, where x is the total number of ports in the card. After scheduling a conference using the TUI, it can be viewed, modified, or deleted using the BUI.

The conference defined from the TUI has default attributes. When prompted by a voice menu, insert the conference parameters through the telephone keypad. The MICB plays messages when an error is made.

> ***Note:*** You have up to seven minutes to schedule a conference with the TUI. After seven minutes, the MICB plays a voice message indicating that the allocated time is over. The MICB then disconnects the call.

The MICB sets up the following default attributes:

- entry and exit by name
- no custom greeting
- no conference expansion
- no name for the name of the conference
- no name for the name of the chairperson

If a second user dials the TUI DN when the TUI is in use, the MICB plays a voice message announcing that the port is in use.

Procedure 20
Scheduling a conference

1 Dial the TUI DN.

2 At the prompt, enter the TUI user name.

3 Use the TUI to schedule a conference.

4 At the prompt choose the date.

5 At the prompt, enter the time of the conference.

6 At the prompt, enter the duration of the conference.

7 At the prompt, enter the number of ports that are needed for the conference.

8 *Option*: At the prompt, enter the Conferee DN. If a DN is not entered, the MICB card generates one. The MICB card determines the chairperson DN automatically.

9 *Option*: At the prompt, enter the password length.

10 *Option*: At the prompt, enter the language.

11 After all conference parameters are entered, the MICB requests that the reservation be confirmed. If configured, the MICB sends a confirmation E-mail.

Recording a brandline greeting

Record the customized brandline greeting from the TUI when logged on using an administrator TUI password. To record a custom brandline greeting, login using an administrator TUI password.

Procedure 21
Recording a brandline greeting

1 Dial in to the TUI DN. The system responds with a menu and that provides step-by step operating instructions. The maximum length of the greeting is 30 seconds.

2 Record a greeting separately for each language the system uses.

3 The chairperson must activate the brandline greeting from the BUI.

The system plays greetings to conference participants in the following order:

1 Initial greeting

   a MICB factory greeting – “Welcome to the conference call.”

   b Brandline greeting – “Welcome to Company XYZ’s conference call.” This greeting replaces the factory greeting.

2 Conference-specific greeting – “This is department 201’s weekly meeting.”

In this example, when participants call they hear: “Welcome to Company XYZ’s conference call. This is department 201’s weekly meeting.”

Acquiring and releasing chairperson control

Follow the steps in Procedure 22 to acquire or release chairperson control.

Procedure 22
Acquiring and releasing chairperson control

1 Dial in to the conference as regular participant.

2 At the prompt, enter the meeting ID.

3 At the prompt, enter the meeting password (optional).

4 To acquire chairperson control, dial **51*. The system reacts as follows:

- **a** If another chairperson is present at the conference, the command fails. The system notifies the user and returns them to the meeting.
- **b** If there is no active chairperson, the system prompts the user to enter the chairperson password for the meeting. If the password is correct, the user becomes the chairperson. If the password is incorrect, the system prompts the user to retry two more times. If the password is still incorrect, the command fails and the system returns the user to the meeting.

5 To release chairperson control, dial **52*. Only the chairperson uses this command. When activated, the chairperson becomes a regular conference participant allowing someone else to acquire chairperson control.

Invoking a chairperson command on a participant

The chairperson must follow the steps in Procedure 23 to invoke TUI commands on a specific conference participant.

Procedure 23
Invoking a chairperson command on a participant

1 Dial in to the conference as chairperson.

2 At the prompt, enter the meeting ID.

3 *Option*: At the prompt, enter the meeting password.

4 From the TUI, dial ***69** to invoke a roll call of conference participants. The TUI plays all participants names.

5 Follow the TUI subcommands to invoke commands against a conference participant. See Table 10 on page 93 through Table 13 on page 95. The chairperson can invoke all subcommands on any participant on either card, if there is a dual-card set.

Adjusting audio volume

Follow the steps in Procedure 24 to adjust the volume of a conference.

Procedure 24
Adjusting the audio volume of a conference

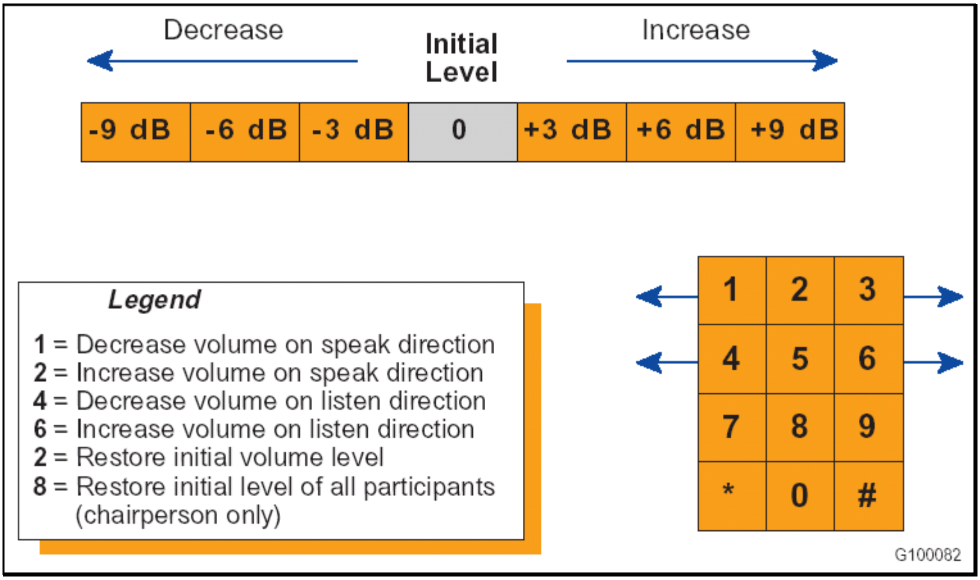
1 Dial to the conference as chairperson or as regular participant.

2 At the prompt, enter the meeting ID.

3 At the prompt, enter the meeting password (optional).

4 Dial * *7* to adjust the volume from the TUI. Figure 47 onpage 90 shows how the keypad operates this feature.

Figure 47
Volume control feature operation



Note: When a selection is made, the system applies the command, plays a confirmation tone, and returns the user to the conference

5 Each invocation of the command advances one step in the required direction. To advance more than one step, the whole sequence must repeated. For example, to reach the maximum volume in the listen direction, dial: ***76 *76 *76**

6 The menu can be interrupted, the two-digit sequence can be entered without waiting for the menu.

Recording a conference-specific greeting

The conference-specific greeting use is similar to brandline greetings use. The maximum length is ten seconds. The system deletes the voice file at the end of the conference and it cannot be used for other conferences. Follow the steps in Procedure 25 to configure a conference-specific greeting.

Procedure 25
Recording a conference-specific greeting

1 Dial in to the TUI DN. The system responds with a menu that provides various options.

2 Operational steps are as follows:

- **a** When a meeting is scheduled, the system generates a reference number that uniquely identifies the meeting. The system displays this reference number in the BUI and in the confirmation E-mail.
- **b** After scheduling the meeting, dial the TUI Services DN, enter login data, and select "Record customer greeting" from the voice menu.
- **c** The system prompts for the entry of a reference number to identify the meeting.
- **d** Enter the reference number received in the first step. The system repeats the number and prompts the user to confirm it or re-enter it.
- **e** Confirm or re-enter the number. The system presents a menu for recording the greeting similar to that used for the brandline greeting.

Note 1: After recording the greeting, it can be verified, re-recorded, or deleted later. Meeting details displayed in the BUI indicate whether or not a greeting exists.

Note 2: This feature also applies to permanent conferences.

Note 3: A greeting recorded for a conference that is part of a recurrent chain applies to all occurrences of the chain.

TUI command summary

Table 10 lists conference commands that the chairperson can execute on the telephone set while a conference is in progress.

Table 10
Chairperson commands (Part 1 of 2)

Field	Description
***0<DN>#**	Dial out to a DN (called party directory number, which is not a conference participant).
***0#**	Dial out to the assistant DN.
***#**	Redial last dialed DN.
***2<GN>#**	Group call-out, where GN is the group number to call.
***4**	Lock or unlock the conference.
***7**	Volume control menu.
***10**	All ports mute/unmute toggle.
***19**	Self mute/unmute toggle.
***52**	Release chairperson control.
***60**	Count conferees and announces names to all participants.
***69**	Activates a scrolling menu for the chairperson. See Table 12 on page 94.
***90**	Drop all ports, except the chairperson's port.
***91**	Drop the last dialed-out port.
***92**	Drop the last dialed-in port.
***98**	Extend the conference duration by 15 minute increments (up to a maximum of 12 hours). ***Note:*** This command is not active for a permanent meeting.

Table 10
Chairperson commands (Part 2 of 2)

Field	Description
*99	Stop or start the initial conference music by the chairperson, which is possible only when the chairperson is the first person joining the conference. The first entry stops it, the second entry starts it.
*	Cancels current command.
**	Start or stops the help menu.

Table 11 lists commands available during a dial-out call (that is, after the users dials ***0<DN>#**.

Table 11
Commands available during a dial-out call

Field	Description
*2	Return to the conference with dialed party during dial out.
*3	Return to the conference without dialed party during dial out.

While the system announces the list of conference participants after the chairperson enters ***69**, the chairperson can execute the commands in Table 12.

Table 12
Chairperson commands while participant list plays (Part 1 of 2)

Field	Description
#	Stop and start the playlist.
0	Consult privately with the conferee.
1	Mute/unmute the conferee.
2	Play the current conferee name greeting.
4	Select the previous conferee.

Table 12
Chairperson commands while participant list plays (Part 2 of 2)

Field	Description
6	Select the next conferee.
9	Disconnect the current conferee.
***3**	Return to the conference.
******	Start and stop the help menu.

Table 13 lists conference commands that a participant can execute on the telephone while the conference is in progress.

Table 13
Participant commands for a conference in progress

Field	Description
***7**	Volume control menu.
***19**	Self mute/unmute toggle.
***51**	Acquire chairperson control.
***99**	Stop or start the initial conference music, which is possible only when the conferee is the first person joining the conference. The first entry stops it, the second entry starts it.
*****	Cancels current command.
******	Start or stop the help menu.

Meridian 1

Meridian Integrated Conference Bridge Release 3

User Guide

P0989944

Information is subject to change without notice. Nortel Networks reserves the right to make changes in design or components as progress in engineering and manufacturing may warrant. This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC rules, and the radio interference regulations of Industry Canada. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense.

Publication number: P0989944
Document release: Standard 1.00
Date: June 2002
Printed in Canada