

SCOPSERV
INTERNATIONAL INC.

ScopTEL™ IP PBX Software
Managing Conferences

Conferences

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



Features

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



Admin Security PIN's

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

Miscellaneous Tools: Password List

LDAP Source ODBC Source RSA Keys Password List DND Codes

Password List

General Options Source

Type : Internal DB
Default: Internal DB

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



User Security PIN's

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

The screenshot shows a web interface for configuring a Password List. At the top, there is a blue header bar with the text "Password List". Below this, there are three tabs: "General", "Options", and "Source". The "Source" tab is currently selected. In the "Source" section, there is a "Type" dropdown menu set to "Internal DB" with a refresh icon to its left. Below the dropdown, it says "Default: Internal DB". A red asterisk indicates a required field. The "Password/PIN" field contains a list of numeric codes: 5287, 8826, 2833, 3625, 3591, and 7089, each on a new line.



Add Conference:


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

Application Manager: Conferences

Applications Auto Attendants **Conferences** Custom Scripts Scheduled Tasks

Conferences

General

* Tenant  : default ▾

* Conference # : 1

* Name : conference1

Description :

User PIN :

Admin PIN :



Example: Application | Admin Extension

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

The screenshot shows the 'Applications' configuration page in the Scopus TEL IP PBX web interface. The page has a blue header with the title 'Applications'. Below the header are three tabs: 'General', 'Destination', and 'Conference'. The 'General' tab is currently selected. The form contains the following fields:

- * Tenant**: A dropdown menu with the value 'debcomainbtn' selected.
- * Extension**: A text input field containing '*850'.
- Description**: A text area containing 'bridge 1 adm'.



Configure Destination

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

The screenshot shows the 'Applications' configuration page with the 'Destination' tab selected. The 'Destination' field is set to 'Goto Conference', 'Destination Conference' is 'conference1 (1)', and 'Schedule' is 'default'. Under the 'Options' section, 'Language' is 'Default', 'Allow Extensions to use this application as destination ?' is checked, 'Map to Dynamic Feature Code ?' is unchecked, 'Prefix to add to CallerID Number' is empty, 'Include current CallerID ?' is checked with a default of 'True', 'Prefix to add to CallerID Name' is empty, and 'Include current CallerID Name ?' is checked with a default of 'True'.

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



Conference | Admin Options

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

Applications

General
Destination
Conference

Mode : Admin/Marked Mode
Default: none

Announce user Join/Leave :

Do not review Announce message ? :

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

Enable Music On Hold when the conference has a single caller [?](#) :

Music On Hold : default (debcomainbtn)

Wait until the marked user enter before allow talk :

Allow user to exit by pressing # :

Present Menu (User/Admin) by pressing * :

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

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

Monitor Conference? [?](#) :

Merge In/Out monitor files? :

Authentication/Password

Authentication (PIN) ? [?](#) : Password List
Default: none

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

★ Password List : adminbridgepins

Remember Password ? [?](#) :

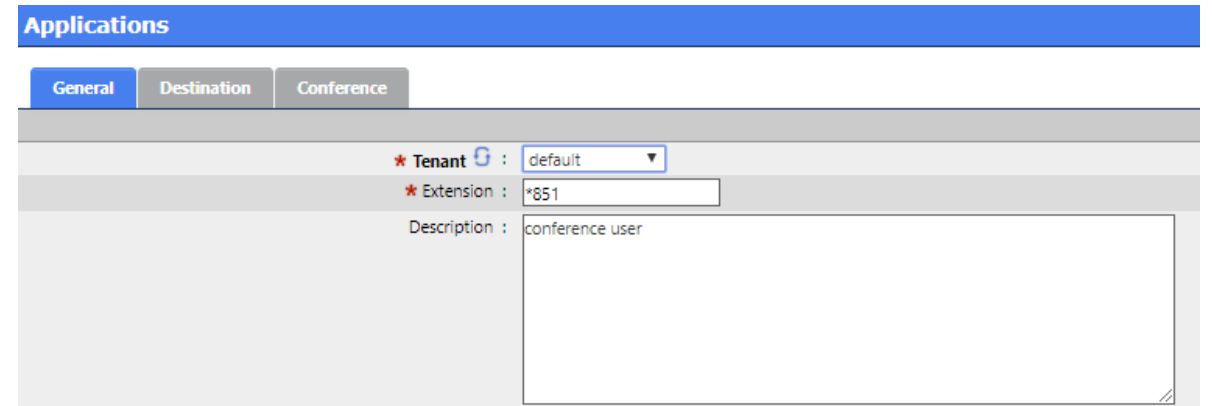
Schedule : Any Time
If you defined a schedule, a password will only be required during the specified time span.

Set Account Code to the password that is entered ? :



Example: Application | User Extension

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



The screenshot shows the 'Applications' configuration page in the Scopserv interface. The 'General' tab is selected, and the following fields are visible:

- Tenant: default
- Extension: *851
- Description: conference user



Configure Destination

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

Applications

General Destination Conference

* Destination : Goto Conference

* Destination Conference : conference1 (1)

Schedule : default

Options

Language : Default

Allow Extensions to use this application as destination ? :

Map to Dynamic Feature Code ? :

Prefix to add to CallerID Number :

Include current CallerID ? :
Default: True

Prefix to add to CallerID Name :

Include current CallerID Name ? :
Default: True



Conference | User Options

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

Applications

General Destination **Conference**

Mode : Admin/Marked Mode
Default: none

Announce user Join/Leave :

Do not review Announce message ? :

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

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

Music On Hold : default (debcomainbtn)

Wait until the marked user enter before allow talk :

Allow user to exit by pressing # :

Present Menu (User/Admin) by pressing * :

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

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

Monitor Conference? :

Merge In/Out monitor files? :

Authentication/Password

Authentication (PIN) ? : Password List
Default: none

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

* Password List : adminbridgepins

Remember Password ? :

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

Set Account Code to the password that is entered ? :




Audio | IVR Prompt

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

IVR Prompts

General


* Tenant  : All (Global) ▼

Message # : 0104
Default: 0105

* Type : IVR ▼

Name : conference1announce

Description : If you are the administrator of this conference please press 1
If you a conference participant please press 2

Password (PIN)  : 6386




Auto Attendant | Conference1

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

Auto Attendants

General Options Keys Assignment Custom Keys

* Tenant  : default

* Name : conference1aa
Name must contain only alphanumerical characters.

Description :



Auto Attendant | Options

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

Auto Attendants

General Options Keys Assignment Custom Keys

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

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

* Wait for response (sec) :
Default: 03

* Wait for key press (sec) :
Default: 03

Language :

Announcement Messages

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

Announce Message(s) :



Auto Attendant | Keys Assignment

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

Auto Attendants

General

Options

Keys Assignment

Custom Keys

Press '1' for ...

Destination #1 : Application ▼

* Application : *850: bridge 1 admin ▼

Destination #2 : None ▼

Authentication (PIN) ? : None ▼
Default: none

Prefix CallerID ? :

Press '2' for ...

Destination #1 : Application ▼

* Application : *851: conference user ▼

Destination #2 : None ▼

Authentication (PIN) ? : None ▼
Default: none

Prefix CallerID ? :

Press '3' for ...

Destination #1 : Repeat Menu ▼

Maximum Repeat :
Default: 3

Destination #2 : Hangup ▼

* Hangup Cause : ISDN 16: Normal call clearing ▼
Default: ISDN 16: Normal call clearing



Application | conference1aa

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

Applications

General Destination

* Destination : Goto Menu (IVR)

* Goto Menu : conference1aa

Schedule : default

Options

Language : Default

Allow Extensions to use this application as destination ? :

Map to Dynamic Feature Code ? :

Prefix to add to CallerID Number :

Include current CallerID ? :
Default: True

Prefix to add to CallerID Name :

Include current CallerID Name ? :
Default: True

Authentication/Password

Authentication (PIN) ? : None
Default: none

Add Cancel



Incoming Line | conference1aa

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

Incoming Lines

- General
- Destination
- Options
- Security
- Advanced Options
- CallerID

* Tenant : default

Type : Extension (DNIS)

* Extension (DNIS) : 9055558002

* Trunk : gateway (SIP) (Global)

Description : conference1aa




Incoming Line | conference1aa

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

Incoming Lines


General Destination Options Security Advanced Options CallerID

Destination #1

Destination  : Auto Attendant
Default: none

* Menu : conference1aa

Destination #2

Destination  : None
Default: none



CoS | Applications

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

The screenshot shows the 'Class of Service' configuration page with the 'Applications' tab selected. The 'Enable All Applications?' checkbox is checked. The 'Allow Applications' list contains the entry '*800: conference1aa'. A 'Select' button is visible on the right side of the list. At the bottom, there are 'Save', 'Copy', and 'Cancel' buttons.

Class of Service

General Services Applications Local Extensions Outgoing Lines Miscellaneous

Enable All Applications ?

Allow Applications : *800: conference1aa

Select

Save Copy Cancel





USAGE

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

