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Conferencing Center

Overview
IP Office Conferencing Center is comprised of two web-based graphic user interfaces (GUI), the Scheduler and the Web Client. The Conferencing Center Scheduler allows users to schedule and manage conferences; the Web Client allows participants to join web conferences that act as supplements to scheduled audio conferences. A conference can be booked as a stand-alone audio conference or booked in conjunction with a web conference where real-time voting, presentation display and mute all can be initiated by the conference host.

Related Topics:
- Key Features
- Various access levels
- Joining a conference
- SoftConsole's interaction with Conferencing Center
- Phone Manager and Conferencing Center

Key Features
Conferencing Center Scheduler has the following key features:
- Up to 64 concurrent conferences available, depending on the IP Office Control Unit.
- A web-based GUI for both the Conferencing Center administrator and user.
- Saving booking details as templates for convenient booking of recurring conferences.
- Local address book for adding participant details.
- Multiple ways to join a booked conference.
- Email notification to all conference participants.
- Web-based reporting on conference usage and voting results.

Conferencing Center Web Client has the following key features:
- Real-time voting and presentation capabilities.
- Conference host can change participants' speak/listen capabilities during the conference.
- The conference host can initiate a private whisper session with other participants during an active conference.
- Host initiated mute/un-mute all capability.

Access Levels
There are varying levels of access to Conferencing Center, depending on the user's interaction needs with the product. In this documentation, the varying access levels are broken down to the following:

Conferencing Center User(s)
The number of Conferencing Center users is dependent on the number of user accounts set up by the Conferencing Center Administrator. User accounts can be created by the Conferencing Center administrator on a need basis. With a valid user account, a user can access the Scheduler by entering the Conferencing Center URL (obtained from the administrator) into an IE window. A Conferencing Center user has access to the following facilities via the Scheduler:
- Access to the Conferencing Center Scheduler.
• Conference booking.
• Managing your individual user account and local address book.
• Viewing and managing only the conferences you have set up.
• View conference resources by date and participant count.
• Joining conferences in which you are also a participant.

**Participant(s)**
People who are scheduled to join or have joined a conference, so their number will vary. Anyone can be a participant, as long as s/he has access to a booked conference. A participant only has access to the following facilities:

• Joining a scheduled audio conference.
• Joining a scheduled web conference via the Web Client.

**Conference Host**
A host is a conference participant with additional conferencing capabilities. A host is required if web support is activated, but one is not required for booking only an audio conference. There can only be one host per conference. The host is assigned at the time of conference booking and has the following capabilities in addition to those of a participant's:

• Upload and synchronize an HTML file.
• Amend participant status in real-time during a conference.
• Initiate whispering with another participant.
• Enter voting questions.
• Update participants' details in real-time during a conference.
• Mute/un-mute all conference participants.
• Receive voting results via email.

**Conferencing Center Administrator**
Only one per licensed Conferencing Center software. This account is set up at the time of software installation. This person may or may not be the same as the System Administrator. As a Conferencing Center Administrator, you will have access to the following via the Scheduler GUI:

• Conference booking.
• Managing your individual local address book.
• View all pending and in-progress conferences.
• Updating all pending conferences.
• Updating system configuration.
• Managing all user accounts.
• Managing all conferencing and voting reports.
• Database Backup
System Administrator

This person will have access to and knowledge of the entire system, along with all related IP Office suites. As a System Administrator, you will also need to set up a virtual directory on the web server to allow conference hosts access to presentation files.

Certain customized settings will require interaction with other IP Office suites. These settings will be outlined in their respective sections.

Conferencing Center via Phone Manager Pro

If IP Office Phone Manager Pro v3.0 or higher is installed and configured to interact with Conferencing Center, the Scheduler and Web Client GUI can also be accessed via the following method:

- Clicking this icon within Phone Manager will display the log on screen for the Conferencing Center Scheduler. If a Conferencing Center user account has been created for the Phone Manager user, this user can log on and schedule a conference.

- Clicking this icon within Phone Manager will display the Conferencing Center Web Client. If you are scheduled to join a web conference and it is presently active, you can enter the conference ID and PIN number to join the conference. This is for joining the Web Client side of the conference only.

Joining a Conference

There are 3 ways to join the audio conference once it has gone live.

1. **Dial-In:** Dial-in access is available to a bridge number when assigned to a conference at the time it was booked. The bridge number must be made available to all participants. If Voicemail Pro version 3.0 mappings have been created, internal participants can dial into a conference via that short-code.

2. **Voice Conference Notification (VCN):** Available if VCN was enabled when adding participant details. Via VCN, participants join a conference by receiving an automated telephone call from the Conferencing Center system inviting them to join.

3. **SoftConsole:** Participants join a conference by calling the operator and requesting to be connected. This is a last case scenario because you are relying on the operator to recognize and confirm that the participant phoning in is a valid conference participant.

Once you have joined an audio conference, a tone indication will sound when there is a change in participant log on/off or whisper status:

- 1 beep tone: A participant has joined the conference or rejoined the conference following a whisper session.
- 2 beep tones: A participant has left the conference or joined a whisper session.

Dial-In

Participants can join a conference by dialing into a bridge number that was assigned to the conference during the booking process.

To join a conference via the dialing in method, do the following:

1. Dial the bridge number or short code (if a short code has been created).
2. Respond to the following voice prompt: "Please enter your conference ID and press # (hash) to finish." If PIN Checking was not enabled, you are now logged onto the conference.
3. If PIN Checking was enabled, you will be prompted to enter a PIN number.
4. Once the correct information is entered, a single beep will sound indicating that you have successfully dialed into the conference.
If an incorrect conference ID or PIN is entered, the action taken will depend on the call flow set up by the system administrator.

**Voice Conference Notification (VCN)**

**Note:** Please be aware that for external participants joining a conference via VCN to get a cohesive greeting, a greeting message must be recorded to the `Conf_Prompt24.wav` file on VM Pro. Once recorded, the system will play this greeting message prior to the **Press 1 to accept** prompt.

If VCN was enabled when the conference was booked, participants scheduled to join a particular conference can do so by accepting a voice notification via the telephone. You will be asked to:

- Press 1 to accept. (If PIN checking was enabled, you will be asked to enter the PIN number after pressing 1.)
- Press 2 to decline.
- Press 3 if the participant is not available.

If a participant's phone line is engaged, VCN dials the line again two additional times, every 3 minutes, and informs the participant of the conference if the line is free.

**Soft Console v3.0**

IP Office SoftConsole displays active conferences booked via Conferencing Center. From the SoftConsole screen, the operator can then add valid participants into those active conferences by first establishing a call (either incoming or outgoing) to the valid participants.

This method of joining a conference should only be used as a last resort because it is dependent on the following criteria:

- IP Office SoftConsole is available and configured properly.
- The SoftConsole operator recognizing you as a valid conference participant.
Conferencing Center Installation & Upgrade

Installation Overview
This document covers the installation and administration of IP Office Conferencing Center level 3.0 software. It is intended for the System Administrator and the Conferencing Center administrator. These two people may or may not be the same person.

Conferencing Center for IP Office is comprised of a Windows Service that handles the communication with IP Office, Voicemail Pro 3.0 and SoftConsole via the IP switch. More specifically, Conferencing Center is a licensed version of conferencing for IP Office that interacts with IP Office in the following ways:

- Shares ports and audio channels with the IP Office.
- Uses bridge number/s from which participants can join a conference.
- The SoftConsole operator can transfer participants to a conference and create an "immediate"/last minute conference.
- Phone Manager can be configured to connect directly to the Conferencing Center Scheduler and Web Client GUI.

Conferencing Center 3.0 gives you the option to install both the booking and web client host applications on the same server or onto separate servers for security and access purposes. This information needs to be decided prior to the installation and appropriate hardware made available. The distinction between the two applications are as follows:

- Web Booking - Requires the installation of a MSDE database (available on the Conferencing Center CD) and allows access to the scheduling of conferences and general maintenance.
- Web Client Host - Allows conference participants to access a web conference interface that supplements the audio conference.

TIP: Before proceeding with the installation, the Pre-Installation Requirements must be reviewed.

Note: This document is written with the assumption that the System Administrator is an experienced Manager, Phone Manager, Voicemail Pro and SoftConsole administrator.
Setup Options
Depending on your company’s network configuration, Conferencing Center can be setup in several ways. Below are three available options:

**Conferencing Center Setup: Option 1 (recommended option)**

This is the recommended option because it makes the Web Client Host accessible to external users while keeping the booking site and its database secure.

**Conferencing Center Setup: Option 2**

With this setup, the following port issues need to be kept in mind:

- Conferencing Center installs by default to port 25 (for email) and port 80 (to communicate with the web server).
• Check that port 8089 is not being used by something else on the Conferencing server because it is needed for the Conferencing Center Web Client to talk to the IP Office control unit. If there is a conflict, use another port by doing the following:

1. Open Inetpub.
2. Double-click wwwroot.
3. Double-click AVECS.
4. Open the Web.config file with your preferred editing tool.
5. Change the port number (highlighted characters) on the following code string:

   `<add key="RemotePoint" value="tcp://localhost:8089/Avaya.ECS.ECSConferenceService.RemotingInterface"/>

### Conferencing Center Setup: Option 3

If this option (a firewall placed between the web server and Voicemail Pro server) is selected, the following port issues need to be kept in mind:

- Conferencing Center installs by default to port 25 (for email) and port 80 (to communicate with the web server).
- Port 69 has to be kept open for TFTP requests from Conferencing Center Scheduler to the IP Office control unit.
- Port 50801 has to be kept open for the Conferencing Center Server to talk to the IP Office control unit.
- Check that port 8089 is not being used by something else on the Conferencing server because it is needed for the Conferencing Center Web Client to talk to the IP Office control unit. If there is a conflict, use another port by doing the following:

1. Open Inetpub.
2. Double-click wwwroot.
3. Double-click AVECS.
4. Open the Web.config file with your preferred editing tool.
5. Change the port number (highlighted characters) on the following code string:

   `<add key="RemotePoint" value="tcp://localhost:8089/Avaya.ECS.ECSConferenceService.RemotingInterface"/>"
Pre-Installation Requirements
Check the following requirements before attempting to install Conferencing Center. The software is installed from the IP Office Conferencing Center CD.

IP Office Systems
Conferencing Center is supported on the following IP Office Control Units with IP Office Software version 3.0:

- IP 403 Office
- IP 406 Office
- IP 412 Office

General
- If not already installed, an IP Office Feature Key Server and a licensed Voicemail Pro 3.0 must be installed.
- License for IP Office Conferencing Center 3.0 required.
- IP Office Conferencing Center CD.
- Switch off any PC and hard disk sleep/power down modes.

Minimum PC Specification
The minimum PC specification for the Conferencing Center server (all install options) is as follows:

- Minimum: Pentium 1.4 GHz with 256MB or higher.
- Recommended: Pentium 4 processor, 2.8GHz with 512MB or higher.
- Windows 2000 Server or Windows 2003 Server, (Windows XP Professional or Windows 2000 Professional could be used but would typically support a maximum of 10 web clients).
- 80MB of free disk space.
- MS Internet Explorer (IE) 6.0 or higher.

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<thead>
<tr>
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<tbody>
<tr>
<td><strong>MS Internet Explorer (IE) 6.0 or higher:</strong> Once IE is installed, do the following (for all installation options) only if you are using a proxy server.</td>
<td></td>
</tr>
<tr>
<td>1. From an IE window, select <strong>Tools</strong></td>
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<tr>
<td>2. Select <strong>Internet Options</strong></td>
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<tr>
<td>3. Select <strong>Connections tab</strong></td>
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<tr>
<td>4. Select <strong>LAN Settings</strong></td>
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<tr>
<td>5. Check <strong>Bypass proxy server for local addresses</strong></td>
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<tr>
<td>6. Click <strong>OK</strong></td>
<td></td>
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<tr>
<td><strong>MS Internet Explorer 6.0 or higher:</strong> The machine you are installing Conferencing Center onto must be running IE 6.0 or higher.</td>
<td></td>
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• **IIS 5 or higher**: Needs to be activated (for all installation options).
  1. Insert Windows 2000 CD.
  2. Click the **Start** Windows button.
  3. Select **Settings | Control Panel**.
  4. Double click **Add/Remove Programs**.
  5. Click **Add/Remove Windows Components**.
  6. Select **IIS**.
  7. Click **Next**.
  8. Click **Finish** to the Windows Component Wizard prompt.

• **ASP.NET**: If .NET Runtime or Framework version 1.1 is not installed, the Conferencing Center install script will automatically install it and everything is activated by default.

• **IIS 5 or higher and ASP.NET**: Both need to be activated (for all installation options).
  1. Insert Windows 2003 CD.
  2. Click the **Start** Windows button.
  3. Select **Control Panel**.
  4. Double click **Add or Remove Programs**.
  5. Single click **Add/Remove Windows Components**.
  6. Select **Application Server**.
  7. Click **Details**.
  8. Select **ASP.NET** and **IIS**.
  9. Click **OK**.
  10. Click **Next**.
  11. Click **Finish**.

• **IIS Configuration**: IIS needs to be configured to a local system setting (for all installation options).
  1. Click the **Start** Windows button.
  2. Select **Control Panel**.
  3. Double click **Administrative Tools**.
  4. Double click **Internet Information Services (IIS) Manager**.
  5. Select **PCName** (local computer).
  6. Double click **Application Pools**.
  7. Select **DefaultAppPool**, right click and select **Properties**.
  8. Select **Identity** tab.
  9. Select the drop down box and set to **Local System**.
  10. Select **OK**.

**Network**
The server PC with the Web Booking application installed should be configured and tested for TCP/IP networking.

- We strongly recommend that the Conferencing Center server PC with the Web Booking application installed is connected to the IP Office Control Unit via a switching LAN hub. If this is not possible, then the server should be directly connected to the IP Office Control Unit.
This server PC must have a fixed IP address. While PC's in a DHCP network may retain the same IP address between reboots, this is not guaranteed.

If the IP Office is acting as a DHCP server, it defaults to using the address range of 192.168.42.1 to 192.168.42.200 for DHCP clients. This leaves the address range of 192.168.42.201 to 192.168.42.254 for devices that require fixed IP addresses.

Conferencing Center and Voicemail Pro
Conferencing Center can be installed onto a separate server PC from Voicemail Pro. Even though Voicemail Pro configuration is necessary to make full use of Conferencing Center features, Conferencing Center communicates with VM Pro via the IP Office Control Unit, not with VM Pro directly.

Port Settings
Conferencing Center installs by default to port 25 (for email) and port 80 (to communicate with the web server). For port details relating to specific Conferencing Center setups, see Setup Options.

Email
The Conferencing Center server PC with the Web Booking application installed must have at least one SMTP server defined and available. This is necessary if you plan to use email for sending conference notifications and voting results to conference hosts.

Optional IP Office Software
- Phone Manager Pro version 2.1 or higher (optional)
- SoftConsole version 2.1 or higher (optional)

Client PCs
- Internet Explorer 6.0 or higher.
- Email Client: MS Exchange Client, Outlook 97, 98 or 2000 if Conferencing Center participants want to receive email notifications.
Installing Conferencing Center

Installation Options
Conferencing Center 3.0 gives you the option to install both the booking and web client applications on the same server or onto separate servers for security and access purposes. This information needs to be decided prior to the installation and appropriate hardware made available.

If installing both applications on the same server PC, follow the instructions within Performing a Full or Web Booking Only Install.

Installing the Web Client on a separate server is useful for sites where their web servers reside outside the firewall or are hosted at ISPs. This installation option makes the Web Client accessible to external users while keeping the booking site and its database secure. If this is the desired option, do the following:

• Follow the instructions within Performing a Full or Web Booking Only Install.
• Then follow the instructions within Web Client Only Install.

Performing a Full or Web Booking Only Install
Make sure that you have followed all the pre-installation requirements before continuing with the installation of Conferencing Center.

The following process is for installing just the Web Booking application or both the Web Booking and Web Client applications on the same server PC.

1. Insert Conferencing Center CD.
2. Double click the MSDE folder.
3. Double click ConferencingCenter_MSDE_SP3.exe. This will install the Microsoft SQL Server Desktop Engine (MSDE).
4. You MUST restart the PC after installing MSDE because later steps of the installation process will check that the MSDE is installed and running.
5. Double click the Conference_Center_Install folder.
6. Double click setup.exe.
7. If prompted (which means the PC does not already have .NET 1.1 already installed), click Yes to Do you want to install .NET 1.1?
8. If prompted, click Yes to Update Windows Installer?
9. Click Install.
10. Click OK to prompts. The InstallShield Wizard will install Conferencing Center on your PC. Click Next to continue.
11. The following install options are presented:
    • Full Install: Installs all Conferencing Center components onto this server. Not recommended unless secure access to this server is put in place.
    • Web Booking: Installs only the web booking component onto this server.
    • Web Client Host: Installs only the web client component onto this server.
    Select either the Full Install or Web Booking option. Click Next.
12. In the Choose Destination Location window, a default destination folder for installing Conferencing Center is presented. If this folder destination is sufficient, click Next.
    • If you want it installed in another folder destination, click Browse and navigate to the appropriate folder. Within the pop up dialog box, click OK within the Installshield Wizard window. Click Next.
13. Confirm that all installation settings presented on the **Start Copying Files** window is accurate and click **Next** to start copying the program files.
   - If any of the information presented needs to be updated, click **Back** and make the necessary changes.

14. Enter the IP Office Control Unit's IP Address and Password, then click **Next**.

15. Enter a user name and password to create a Conferencing Center Administrator's account, then click **Next**. Password must be between 5-50 alpha numeric characters. Make note of the user name and password.

   **Note:** You are setting up a user account for the Conferencing Center administrator. This administrator will have the following added capabilities, along with booking conferences and managing his/her own user account:
   - Updating Conferencing Center configurations: From this screen, the Conferencing Center administrator have the ability to make changes that can greatly effect system performance.
   - Running & printing conference reports.
   - Create and delete user accounts.

16. Click **Finish**.

17. Restart the PC.

### Web Client Host Only Install

If the Conferencing Center Web Booking application has been or will be installed on another server PC, the Web Client application needs to be installed to make use of the web conferencing features.

Do the following to install ONLY the Web Client application onto the server PC:

1. Insert Conferencing Center CD.
2. Double click the **Conference_Center_Install** folder.
3. Double click **setup.exe**.
4. The InstallShield Wizard window informs you that Conferencing Center will be installed onto the server PC. Click **Next** to continue.
5. The following install options are presented:
   - **Full Install**: Installs all Conferencing Center components onto this server. Not recommended unless secure access to this server is put in place.
   - **Web Booking**: Installs only the web booking component onto this server.
   - **Web Client Host**: Installs only the web client component onto this server.

   Select **Web Client Host**. Click **Next**.
6. Enter the IP Address of the server PC in which you have installed or will install the Web Booking application. Click **Next**.
7. In the **Choose Destination Location** window, a default destination folder for installing the Web Client application is presented. If this folder destination is sufficient, click **Next**.
   - If you want the application installed in another folder destination, click **Browse** and navigate to the appropriate folder. Within the pop up dialog box, click **OK** within the Installshield Wizard window. Click **Next**.
8. Confirm that all installation settings presented on the **Start Copying Files** window is accurate and click **Next** to start copying the program files.
   - If any of the information presented needs to be updated, click **Back** and make the necessary changes.
9. Click **Finish** and restart the PC.
Configuring Conferencing Center

Once Conferencing Center is installed, its configuration is available on the Conferencing Center Scheduler via the administrator's account.

To configure Conferencing Center settings:

1. Open an IE window.
2. Enter http://<webserver_name>/avecs into the address field. Ensure that the PC name does not contain an underscore or any other non-standard character prohibited by standard PC naming conventions. Permissible characters include a-z, A-Z, 0-9 and hyphens (-).
3. Enter the user name and password for the Conferencing Center administrator that was created during installation.

The following system parameters and settings are configurable via the Configure tab in the Conferencing Center Scheduler:

- **SMTP Server (Empty for Local):**
  Enter the email server’s address. This is required only if you are not using the SMTP service on the local machine.

- **IP Office IP Address:**
  Enter the IP address of the IP Office control unit.

- **IP Office Password/Confirm IP Office Password:**
  Enter the system password of the IP Office control unit. This is required by the conferencing server to access the IP Office control unit.

- **Maximum Conference Duration: Default = 60 minutes.**
  This will set the maximum conference length (in minutes) in which a conference can be scheduled.

- **Email From Address:**
  Enter an Email address from which conference confirmation/reminders are sent. The email account should represent a user account created for the Conferencing Center server.

- **Percent of Audio Resources Allocated : Default = 50%**
  Audio resources reflect the audio channels available on the IP Office Control Unit. The percentage is taken from the total amount of audio resources allocated for the entire IP Office suite. This percentage of available resources can be altered if needed. Available resources will depend on the audio channels being taken up by the VoiceMail system and other systems that may use this resource. Audio channels are released after the end of every conference.

  If more resources need to be allocated because of user demand, move the bar accordingly, but remember that these resources are also used by other systems. Increasing resources for conferencing may greatly affect other systems, such as the Voicemail system.

  **Note:** Reducing resources may invalidate existing data. For example, if there are booked conferences that are relying on the pre-existing resources, configuration changes may make those conferences obsolete.

- **Percent of Conference Resources Allocated: Default = 50%**
  Conference resources reflect the conferencing channels available on the Control Unit. Conferencing channels are released after the end of every conference.

- **Default Conference Language:**
  Language in which every conference will be defaulted to.

- **Default Conference Bridge Number:**
  Enter the bridge number for external participants to call and join an audio conference. This number will be offered as the default bridge number when a conference is booked. The
conference scheduler can remove or update this number at that time. This conference bridge number will be available on participants' confirmation emails if the email option is enabled.

- **URL for Web Client:**
  
Enter the path to the web server as follows: http://<web_server_name>/AVECSWEB. This URL will be available on participants' confirmation emails if Web Support and email options are enabled as part of the conference scheduling process.

- **Conference End Warning (Mins): Default = 10 minutes**
  
  An audio warning will be played $X$ minutes prior the conference’s scheduled end time, where $X$ represents the number of minutes defined in this field. This value can be configured by the Conferencing Center user on a per conference basis.

4. All configuration updates will not be reflected until the **ECS Conference Service** (the name given to the Conferencing Center service) is stopped and restarted.

---

**Software Upgrade**

Conferencing Center 3.0 allows two installation options:

- A full install (both the Web Booking and Web Client Host applications on the same server PC)
- A split install (the Web Booking application installed on one server and Web Client Host application on another server PC)

With an upgrade to 3.0, you have the option to keep the full install of Conferencing Center on the one server PC or make the installation split.

To upgrade and keep the full install on one server PC:

1. From the **Add/Remove Program**, delete the existing instance of Conferencing Center. This will delete the application GUI only and the database will be not be effected.
2. Insert the Conferencing Center 3.0 CD.
3. Double click the **Conference_Center_Install** folder.
4. Double click **setup.exe**.
5. The InstallShield Wizard window displays stating that it will install Conferencing Center on your computer. Click **Next** to continue.
6. The following install options are presented:
   - Full Install: Installs all Conferencing Center components onto this server. Not recommended unless secure access to this server is put in place.
   - Web Booking: Installs only the web booking component onto this server.
   - Web Client Host: Installs only the web client component onto this server.

Select the **Full install** option. Click **Next**.
7. In the **Choose Destination Location** window, a default destination folder for installing Conferencing Center is presented. If this folder destination is sufficient, click **Next**.
   - If you want the it installed in another folder destination, click **Browse** and navigate to the appropriate folder. Within the pop up dialog box, click **OK** within the Installshield Wizard window. Click **Next**.
8. Confirm that all installation settings presented on the **Start Copying Files** window is accurate and click **Next** to start copying the program files.
   - If any of the information presented needs to be updated, click **Back** and make the necessary changes.
9. Select whether you want to restart the PC now or at a later time. We recommend restarting your PC now. Click **Finish**.
If you want to make the installation split, it is advisable to keep the existing Conferencing Center server PC as the Web Booking server and install the Web Client Host onto another server PC.

To split the Web Booking and Web Client Host onto two server PCs with this software upgrade, do the following:

- Upgrade the existing server PC with ONLY the new Conferencing Center Web Booking application:
  1. From the Add/Remove Program, delete the existing instance of Conferencing Center. This will delete the application GUI only and the database will be not be effected.
  2. Insert the Conferencing Center 3.0 CD.
  3. Double click the Conference_Center_Install folder.
  4. Double click setup.exe.
  5. The InstallShield Wizard window displays stating that it will install Conferencing Center on your computer. Click Next to continue.
  6. The following install options are presented:
     - **Full Install**: Installs all Conferencing Center components onto this server. Not recommended unless secure access to this server is put in place.
     - **Web Booking**: Installs only the web booking component onto this server.
     - **Web Client Host**: Installs only the web client component onto this server.
     Select the Web Booking option. Click Next.
  7. In the Choose Destination Location window, a default destination folder for installing Conferencing Center is presented. If this folder destination is sufficient, click Next.
     - If you want it installed in another folder destination, click Browse and navigate to the appropriate folder. Within the pop up dialog box, click OK within the Installshield Wizard window. Click Next.
  8. Confirm that all installation settings presented on the Start Copying Files window is accurate and click Next to start copying the program files.
     - If any of the information presented needs to be updated, click Back and make the necessary changes.
  9. Select whether you want to restart the PC now or at a later time. We recommend restarting your PC now. Click Finish.

- Install the Web Client Host on a second server PC by following the instructions within: Web Client Host Only Install. Remember to redirect users to the new Web Client Host's URL by logging onto the Conferencing Center Scheduler as an administrator, accessing the Configuration window and entering the new URL into the URL for Web Client field.
Troubleshooting
This section is intended to aid in the installation and administration of Conferencing Center should any of the following issues are encountered.

<table>
<thead>
<tr>
<th>Problem/Symptom</th>
<th>Suggested Solution</th>
</tr>
</thead>
</table>
| **Running ASP.NET on a Domain Controller** - By default, the worker process for Microsoft® ASP.NET (Aspnet_wp.exe) runs under the local machine account to restrict access to domain resources and provide a more secure environment. This will cause an error if you try to run or debug an ASP.NET application on a domain controller or a backup domain controller. On a domain controller, all user accounts are domain accounts and not local machine accounts, so Aspnet_wp.exe fails because it cannot find a local account named "localmachinename\ASPNET". | **Create a "weak" account with the correct permissions:**

1. Create a user account on the computer and add this user account to the Users group.
2. Grant this user account the Log On as a batch job right. Do the following:
   i. Click **Start\Settings\ControlPanel\Administrative Tools**. Double-click **Local Security Policy**.
   ii. Within the **Local Security Policy** window and under **Security Settings**, double-click **Local Policies\User Rights Assignment**.
   iii. In the list of policies, right-click the **Log on as a batch job** policy and click **Security**.
   iv. If the new user account does not appear in the **Assigned To** list, click **Add** to add the new user account.
   v. Select the **Local Policy Setting** check box next to the user account name and click **OK**.
   vi. Restart the server, if necessary.

**Note:** This process may need to be repeated for the Domain Controller Security and Domain Security policies.

3. Grant the new user account write access to the **\WINNT\Microsoft.NET\Framework\V1.0.XXXX\Temporary ASP.NET Files** directory. This will allow the Aspnet_wp.exe process to write temporary files and classes to this directory. Do the following to grant write access to the necessary directory:
   i. Navigate to the **\WINNT\Microsoft.NET\Framework\V1.0.XXXX** directory in Microsoft Windows® Explorer and right-click the Temporary ASP.NET Files icon.
   ii. Click **Properties** and then click the **Security** tab.
   iii. Select the user account from the list and select the **Allow** check box for **Write** permissions.
   iv. Click **OK**.
   v. Make sure that the new user account has access to all other files and directories that are necessary to serve ASP.NET pages.

4. Grant the new user account write access to the **\WINNT\TEMP\** directory. If you are running XML Web services, this will allow the Aspnet_wp.exe process to write temporary files and classes to this directory. Do the following to grant write access to the necessary directory:
   i. Navigate to the **\WINNT\TEMP\** directory in Windows Explorer and right-click the TEMP icon.
   ii. Click **Properties** and then click the **Security** tab.
iii. Select the user account from the list and select the **Allow**
check box for **Write** permissions.

iv. Click **OK**.

v. Make sure that the new user account has access to all other files and directories that are necessary to serve ASP.NET pages.

5. Specify that the ASP.NET worker process will run under the new user account.
   i. Open the \WINNT\Microsoft.NET\Framework\V1.0.XXXX\Config\Machine.config file.
   
   ii. In the `<processModel>` section, change the `userName` and password attributes to the name and password of the new user account. For example:
   
   `userName="DomainName\ASPNETUSER"
   password="ASPNETUSERpassword"`
   
   iii. Save the changes to the **Machine.config** file.

<table>
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<tr>
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<tbody>
<tr>
<td>Ensure that the name of the PC does not contain an underscore or any other non-standard characters prohibited from the standard PC naming conventions. Permissible characters include: a-z, A-Z, 0-9 and hyphens (-).</td>
<td></td>
</tr>
</tbody>
</table>

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<tr>
<th>Maximum Logon Attempts Exceeded - When the AVECS page is loaded, a grey error message is loaded, clicking Refresh loads the page successfully. However, after logging in, a message stating that the maximum logon attempts have been exceeded is displayed.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check that the user ASPNET exists on the local PC. If the user does not exist, create the user by going into the Local Users and Groups setting via My Computer.</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>NT Authority\Network Service Error - The error displayed on the grey background refers to NTAuthority\Network Service and is followed by the Max logon attempts error.</th>
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<tbody>
<tr>
<td>Similarly, if the error states NTAuthority\Local Service, the corresponding procedure will need to be followed.</td>
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</table>

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<tr>
<th>If this is running on a Windows 2003 Server, the following settings should be verified:</th>
</tr>
</thead>
<tbody>
<tr>
<td>IIS Manager</td>
</tr>
<tr>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>- Select <strong>Properties</strong>.</td>
</tr>
<tr>
<td>- Select <strong>Identity</strong> and ensure Local System is set.</td>
</tr>
</tbody>
</table>
| **Emails not sent from the Conferencing Center Server:** Mail is not being received correctly to either the mailbox or the Drop directory. | On machines with IIS5, mail sent from the Conferencing Center Server will collect in `.../InetPub/mailroot/Drop`. If a POP3 Server has been installed on the PC, it will be taken from the Drop directory and delivered to the appropriate mailbox.

On machines with IIS6 installed, provided the POP3 Server has been configured (this ships by default with Windows 2003), mail from the Conferencing Center Server will be routed correctly to the mailbox.

It may be necessary to configure the SMTP Mail in IIS.

1. From the **Control Panel**, open **Internet Services Manager**.
2. Expand the tree and expand Default SMTP Virtual Server.
3. If the domain name is not in the format `X.X`
   i. Right click, select **New | Domain**.
   ii. Select **Alias** and enter a name in the format `X.X` (e.g. `PCSServer.Avaya.com`). |

| **AVECS Blank Page -** When the AVECS web page is loaded, it is blank. When the AVECSWEB web page is loaded, a single line of text is displayed. | Verify that there is a .aspx extension listed in IIS Manager. IIS Manager can be accessed by doing the following:

1. Right click on the default web site.
2. Select **Properties**.
3. Click **Home Directory**.
4. Click **Configuration**. The .aspx entry should be listed there.

If not, it is likely that .NET 1.1 was installed prior to the installation of IIS. In this case, all of the system updates required have not been carried out. From Add/Remove Programs, remove .NET 1.1 and re-install it. No separate steps need to be taken if .NET 1.0 is also listed, because the process for .NET 1.1 will resolve the issue. |
Additional Configurations

Additional Configurations Overview
Upon proper installation and configuration of IP Office Conferencing Center, conferences can immediately be booked and conference participants can join conferences via Voice Conference Notification (VCN). However, to take full advantage of the Conferencing Center capabilities, additional configuration will be required. We highly recommend you take the time to review these additional configuration options:

- Configuring Voicemail Pro for Conferencing Center
- Configuring Manager for Conferencing Center
- Setting up a Bridge Number
- Administering the Web Client

Configuring Manager for Conferencing Center
If Phone Manager 3.0 is available, this configuration will enable access to the Conferencing Center Scheduler and Web Client via two buttons within Phone Manager.

There are two primary configurations necessary in Manager to make Conferencing Center accessible via Phone Manager - configuring the system and then configuring individual Phone Manager users.

Configuring the system
1. Open Manager and log on.
2. Click the folder to receive configuration.
3. Double click System (Name).
4. Within the System tab, enter the following information:
   - Conferencing Center IP Address: The IP address of the Conferencing Center machine.
   - Conferencing Center URL: Enter only the Conferencing Center web server name as follows (without the quotation marks), "http://webserver_name/"
5. Within the Voicemail tab, enter the following information:
   - Voicemail IP Address: The IP address of the Voicemail machine.
   - Voicemail Password/Confirm Password: If there is a password on the Voicemail system, then enter the same password here.
6. Click OK.

Configuring individual Phone Manager users
For those Phone Manager users who want direct access to Conferencing Center via the Phone Manager GUI, the following configuration changes in Manager need to be made:
1. Repeat steps 1-3 from "Configuring the System" above if necessary.
2. Click User.
3. Double click the user name/extension for whom you are making the configuration.
4. Select the Telephony tab.
5. Tick Book a Conferencing Center in Phone Manager.
6. Click OK.
7. Save and merge configuration.
When all the systems are configured properly, the following two icons on Phone Manager will be displayed:

- **Book a Conference**: Opens a Conferencing Center Scheduler GUI.
- **Join a Conference**: Opens a Conferencing Center Web Client GUI.

---

**Voicemail Pro for Conferencing Center**

**Configuring Voicemail Pro for Conferencing Center**

Upon proper installation and configuration of Conferencing Center, it is already connected to Voicemail via the switch. The basic function of inviting a participant to join a conference is set up. However, if customized actions are needed, such as a short code for internal participants to join a conference or when a participant enters the wrong conference ID or PIN, among many others, then Voicemail Pro 3.0 needs to be configured.

**Creating a conference access short-code**

For internal Conferencing Center participants, they can join an active conference via a short-code, rather than dialing a bridge number each time. To enable this method of joining a scheduled conference, steps need to be taken in Voicemail Pro and Manager.

1. In Voicemail Pro: Create a Conferencing Center module to handle conference actions.

   - From **Start | Programs | IP Office** open **Voicemail Pro**.
   - Right-click **Modules** and select **Add**.
   - In **Name** enter **Conferenc** (because the name field has a limit of 9 characters) and select **OK**.
   - Click in the right-hand pane of the application to place the start point.
   - Click the **Telephony Actions** in the toolbar and select **Conferencing Center**.
   - Click in the right-hand pane of the application to place the action.
   - Connect **Start Point** to **Conferencing Center**.
   - Click **Save & Make Live** on the toolbar.

2. In Manager, select Shortcode and add a new shortcode for Conferencing Center. Remember to set the **Telephone Number** field to the name of the Conferencing Center module (name must be exact because Conferencing Center is case sensitive) and the **Feature** field to **VoicemailCollect**.

3. Test the shortcode by dialing *shortcodeNumber. The phrase, "Please enter your conference ID and press # (pound/hash) to finish" should be played.
Conferencing Center Failure Routes
The default path when a participant dials into an active conference will ask for the conference ID and/or PIN, but if the wrong information is entered or if the conference has not yet started, you need to define how the system will handle those instances. To set up these failure routes, the Conferencing Center module in Voicemail Pro must be developed further. We have provided 5 sample failure routes that you can set up. Again, these are only sample set ups; they are meant for you to draw upon to define your own failure routes based on your needs.

The 5 failure instance samples are:

- Invalid Conference ID or Password
- Conference Not Started
- Conference Finished
- Conference Full
- Conference Failure
Invalid ID or Password
This sample failure route will define the action taken by the system when a participant enters an invalid conference ID or PIN. Again, this is only a sample route in which the conference participant gets transferred to the receptionist.

To set up this failure route:

1. In Voicemail Pro, open the Conferencing module.
2. Right-click on the Conferencing Center action and select Properties.
   - In the Specific tab, configure the following properties:
     - Gather conference and pin information before validation: This option is designed as an added security measure for joining a conference. If selected, the caller will be asked for the conference ID and PIN. The results are collected and then verified. If either entry is invalid, the caller is notified but not told which entry is incorrect. If this option is not selected, then the entries are validated as they are entered.
     - Allow the delegate to try and enter the conference ID a total of ? times: The number of times a conference ID can be entered before the failure route is activated is controlled in this section. Up to 10 re-tries can be set.
   - Select OK.
3. Click Basic Actions on the tool bar and select Generic.
4. Click in the right-hand pane to place the action.
5. Open the Properties for Generic.
   - Change the Token Name to Play ConInfo.wav.
   - In the Entry Prompts tab, click the (green cross), click and select CONF_05.wav; this wav file will play, “Your conference ID or pin is not valid.”
   - Click Close and OK.
6. Connect Invalid Conference or Password to Play ConInfo.wav.
7. Click Telephony Actions on the tool bar and select Transfer.
8. Click in the right-hand pane to place the action.
9. Open the Properties for Transfer.
   - Change the Token Name to Transfer Reception.
   - In the Specific tab, enter 300 (your reception’s extension) in the Destination field.
   - Click OK.
10. Connect Play ConInfo.wav to Transfer Reception.
11. Click **Save & Make Live** on the toolbar.

**Conference Not Started**

This sample failure route will define the action taken by the system when a participant dials into a conference that has yet to start. Again, this is only a sample route in which the conference participant is played a message stating that the conference has yet to start.

To set up this failure route:

1. Create a recording similar to the following:
   - “Sorry, the conference you are trying to join has not started yet. Please call back later.”

2. Click **Basic Actions** on the tool bar and select **Generic**.
3. Click in the right-hand pane to place the action.
4. Open the **Properties** for **Generic**.
   - Change the **Token Name** to **Play NotStarted.wav**.
   - In the **Entry Prompts** tab, click the + (green cross), click 🎧 and select the name of the wav file you created in step 1.
   - Click **Close** and **OK**.
5. Connect **Conference Not Started** to 🎧 **Play NotStarted.wav**.
6. Click **Telephony Actions** on the tool bar and select 📞 **Disconnect**.
7. Click in the right-hand pane to place the action.
8. Connect 🎧 **Play NotStarted.wav** to 📞 **Disconnect**.
9. Click 🎧 **Save & Make Live** on the toolbar.
Conference Finished

This sample failure route will define the action taken by the system when a participant dials into a conference that has already ended. Again, this is only a sample route in which the conference participant is played a message stating that the conference already finished.

To set up this failure route:

1. Create a recording similar to the following:
   - “Sorry, the conference you are trying to join has already finished.”
2. Click Basic Actions on the tool bar and select Generic.
3. Click in the right-hand pane to place the action.
4. Open the Properties for Generic.
   - Change the Token Name to Play Finished.wav.
   - In the Entry Prompts tab, click the (green cross), click and select the name of the wav file you created in step 1.
   - Click Close and OK.
5. Connect Conference Finished to Play Finished.wav.
6. Click Telephony Actions on the tool bar and select Disconnect.
7. Click in the right-hand pane to place the action.
8. Connect Play Finished.wav to Disconnect.
9. Click Save & Make Live on the toolbar.
Conference Full

This sample failure route defines the action taken by the system when a participant dials into a conference that has reached its set number of participants. Again, this is only a sample route in which the conference participant is played a "conference is full" message and then transferred to the receptionist.

To set up this failure route:

1. Create a recording similar to the following:
   - “Sorry, the conference you are trying to join is full.”

2. Click **Basic Actions** on the tool bar and select **Generic**.

3. Click in the right-hand pane to place the action.

4. Open the **Properties** for **Generic**.
   - Change the **Token Name** to **Play Full.wav**.
   - In the **Entry Prompts tab**, click the + (green cross), click ![File] and select the name of the wav file you created in step 1.
   - Click **Close** and **OK**.

5. Connect Conference Finished to **Play Full.wav**.

6. Click **Telephony Actions** on the tool bar and select **Transfer**.

7. Click in the right-hand pane to place the action.

8. Open the **Properties** for **Transfer**.
   - Change the **Token Name** to **Transfer Reception**.
   - In the **Specific tab**, enter 300 (your reception’s extension) in the **Destination** field.
   - Click **OK**.

9. Connect **Play Full.wav** to **Transfer Reception**.

10. Click **Save & Make Live** on the toolbar.
Conference Failure

This sample failure route defines the action taken by the system when there is a general failure in connecting to the conferencing system. Again, this is only a sample route in which the conference participant is played a "conference failure" message and then transferred to the receptionist.

To set up this failure route:

1. Click **Basic Actions** on the tool bar and select **Generic**.
2. Click in the right-hand pane to place the action.
3. Open the Properties for **Generic**.
   - Change the **Token Name** to **Play Failure.wav**.
   - In the **Entry Prompts** tab, click the ![green cross](image), click ![microphone](image) and select **CONF_23.wav**; this wav file will play, "Conference not accessible."
   - Click **Close** and **OK**.
4. Connect **Failure** to **Play Failure.wav**.
5. Click **Telephony Actions** on the tool bar and select **Transfer**.
6. Click in the right-hand pane to place the action.
7. Open the **Properties** for **Transfer**.
   - Change the **Token Name** to **Transfer Reception**.
   - In the **Specific** tab, enter your reception's extension in the **Destination** field.
   - Click **OK**.
8. Connect **Play Failure.wav** to **Transfer Reception**.
9. Click **Save & Make Live** on the toolbar.
Setting up a Bridge Number

One way to join a booked conference is by dialing in via a Bridge Number. Before this can take place, a bridge number must be set up. There are several methods for setting up a bridge number, depending on how the site’s telephone system is configured with the local telephone company. We have provided one sample method, based on an incoming call route.

Sample Bridge Number set-up

Again, this is only one of several ways to set up a Bridge Number for use with Conferencing Center.

1. In Voicemail Pro 3.0, create a Conferencing Center module, if you have not already created one.
2. In Manager:
   - Create an incoming call route by clicking **Incoming Call Route**.
     - In the **Line group ID** field, enter a line group number you want to assign for Conferencing Center.
     - In the **Destination** field, input the Conferencing Center module name that was created in Voicemail Pro, preceded by **VM**.
   - Define which line(s) you want assigned for conferencing under **Line**.
     - In the **Incoming Group ID** field, enter the line group number that was set up in the incoming call route.
   - Save and merge configuration.
3. Contact your local telephone company to complete the set-up for a bridge number.
Conferencing Center Administrator

Functions

Administrator Overview
The Conferencing Center administrator can manage administrative tasks in addition to scheduling conferences via the Conferencing Center Scheduler GUI. This person may or may not be the same as the system administrator. The administrator's GUI will give access to the following:

- Creating conferences
- Updating Conferencing Center configuration
- Managing user accounts
- Conference reporting facilities
- Database management

Configuration Tab

⚠️ Warning: Any configuration changes made here can greatly affect system performance. Please consult the System Administrator before making any changes.

The direct configuration for Conferencing Center is available on the Conferencing Center Scheduler.

More Information:

To configure Conferencing Center settings:

1. Open an IE window.
2. Enter `http://<webserver_name>/avecs` into the address field. Ensure that the PC name does not contain an underscore or any other non-standard character prohibited by standard PC naming conventions. Permissible characters include a-z, A-Z, 0-9 and hyphens (-).
3. Enter the user name and password for the Conferencing Center administrator that was created during installation.

The following system parameters and settings are configurable via the Configure tab in the Conferencing Center Scheduler:

- **SMTP Server (Empty for Local):**
  Enter the email server's address. This is required only if you are not using the SMTP service on the local machine.

- **IP Office IP Address:**
  Enter the IP address of the IP Office control unit.

- **IP Office Password/Confirm IP Office Password:**
  Enter the system password of the IP Office control unit. This is required by the conferencing server to access the IP Office if the IP Office is password protected.

- **Maximum Conference Duration:** Default = 60 minutes.
  This will set the maximum conference length (in minutes) in which a conference can be scheduled.

- **Email From Address:**
  Enter an Email address from which conference confirmation/reminders are sent. The email account should represent a user account created for the Conferencing Center server.

- **Percent of Audio Resources Allocated:** Default = 50%
  Audio resources reflect the audio channels available on the IP Office Control Unit. The percentage is taken from the total amount of audio resources allocated for the entire IP
Office suite. This percentage of available resources can be altered if needed. Available resources will depend on the audio channels being taken up by the VoiceMail system and other systems that may use this resource. Audio channels are released after the end of every conference.

If more resources need to be allocated because of user demand, move the bar accordingly, but remember that these resources are also used by other systems. Increasing resources for conferencing may greatly effect other systems, such as the Voicemail system.

**Note:** Reducing resources may invalidate existing data. For example, if there are booked conferences that are relying on the pre-existing resources, configuration changes may make those conferences obsolete.

- **Percent of Conference Resources Allocated:** Default = 50%
  Conference resources reflect the conferencing channels available on the Control Unit. Conferencing channels are released after the end of every conference.

- **Default Conference Language:**
  Language in which every conference will be defaulted to.

- **Default Conference Bridge Number:**
  Enter the bridge number for external participants to call and join an audio conference. This number will be offered as the default bridge number when a conference is scheduled. The conference scheduler can remove or update this number at that time. This conference bridge number will be available on participants' confirmation emails if the email option is enabled.

- **URL for Web Client:**
  Enter the path to the web server as follows: http://<web_server_name>/AVECSWEB. This URL will be available on participants' confirmation emails if Web Support and email options are enabled as part of the conference scheduling process.

- **Conference End Warning (Mins):** Default = 10 minutes
  An audio warning will be played X minutes prior the conference’s scheduled end time, where X represents the number of minutes defined in this field. This value can be configured by the Conferencing Center user on a per conference basis.

4. All configuration updates will not be reflected until the **ECS Conference Service** (the name given to the Conferencing Center service) is stopped and restarted.

### Database Backup

Backing up the Conferencing Center's database is a vital maintenance requirement. On the Conferencing Center Scheduler, the administrator can perform a manual backup or create a scheduled backup. Once set up, the scheduled backup will automatically save a copy of the database at the specified time and into the specified folder directory. A manual backup is typically required prior to any system or software upgrade. Conferencing Center will continue to operate while the backup is being performed.

**More information:**

**To perform a manual backup:**

1. Click **Database**.
2. Click **Backup Database**.
3. In the **Perform Immediate Backup** section:
   - In the text field labeled **Location on Server for Backup**, enter the folder directory path where you want to save the backup database.
To set up a scheduled backup:

1. Click **Database**.
2. Click **Backup Database**.
3. In the **Create Backup Schedule** section:
   - Tick the box labeled **Perform Scheduled Backups**.
   - Select either **Daily** or **Weekly** for the backup schedule to be performed. If weekly is selected, choose the day of the week in which you want the backup performed.
   - In the text field labeled **Location on Server for Backup**, enter the folder directory path where you want to save the backup database.
   - Enter the time of day you want the backup performed.
   - Click **Update Schedule**.

A backup of the Conferencing Center's database will be performed based upon the specified schedule.

**Pending Conferences**
The administrator’s Pending Conference window has the additional option to view conferences scheduled by ALL users. Enable this option by clicking the **Display Conferences for All Users** check box.

**In-Progress Conferences**
The administrator’s In-Progress Conferences window has the additional option to view conferences scheduled by ALL users. Enable this option by clicking the **Display Conferences for All Users** check box.

**Administering the Web Client**
The Web Client is designed to act as a supplement to the audio conference. Once a conference that is booked with web support selected has become active, the Web Client is accessible via a web-based GUI.

The system administrator may be relied upon to make files accessible for uploading onto the Web Client. There are several points to keep in mind when administering the uploading of files:

- All files uploaded to the Web Client must first be converted to HTML. Thus, some formats and features available on the original file could be altered.
- All files to be uploaded must be published to the Conferencing Center's website or a website that is on the same domain as the Web Client PC. A virtual directory for publishing these HTML files needs to be set up.
- The URL for accessing these HTML files must be made available to the conference host for use during the conference.
- Depending on how much space is available on the web server machine, extremely large files may be an issue.
Setting up a File Upload Path

IP Office Conferencing Center allows for users of the Web Client to view HTML files uploaded by the conference host. These files need to be published onto a website that is on the same domain as the Web Client PC. A virtual directory for the HTML files needs to be set up.

To tell the web server where to look for these files by creating a virtual directory:

1. On the web server PC, create a folder for storing all the HTML files.
2. Open the IIS Manager.
3. Double-click the server name.
4. Click Web Sites | Default Web Sites.
5. Click Action in the tool bar. Select New | Virtual Directory.
6. The Virtual Directory Creation Wizard appears. Click Next.
7. Enter a name for the directory in the Alias text box. Click Next.
8. Click the Browse button and browse to the folder containing the HTML files. Click OK, the browse window is now closed.
9. Click Next.
10. Click Finish. You should now see the newly created virtual directory.

**WARNING:** If you do not want users to view all files in the directory, be sure to enable a default content page for the directory and create a default HTML page.

Once this directory is set up, you can give the URL to Conferencing Center users who request it. The URL should be in the following format: http://<server name>/<alias directory name>/<file name.htm>.

User Accounts

Managing User Accounts

The Conferencing Center administrator can create user accounts based on a need basis. Once created, users can manage their own accounts up to a certain extent but only the Conferencing Center administrator can delete and create a user account.

From the Users tab, you have the ability to manage the following aspects of a user's account:

- Create a New User
- Update a User Account
- Delete a User Account

Creating a New User

User accounts can be created by the Conferencing Center administrator on a need basis.

From the Users tab:

1. Click Create New User.
2. Enter information into the provided fields. The password must comprise of 5 - 50 mixed alphanumeric characters.
   
   **Note:** Conferencing Center is case sensitive.
3. Click Create.

**Note:** The new user account must be unique.
Deleting a User Account
From the Users tab:

1. Click Show User Accounts.
2. Click corresponding to the user account to be deleted.
3. Click Delete.

*Note:* A user account that has a pending conference cannot be deleted.

Updating a User Account
As a Conferencing Center administrator, you can update a user's password.

From the Users tab:

1. Click Show User Accounts.
2. Click corresponding to the user account to be updated.
3. Make the desired changes.
4. Click Update.

*Note:* Conferencing Center is case sensitive.

Conference Reports

Reports
Conferencing Center enables the administrator to run reports of past conferences. Reports are useful for getting an indication of how heavily the Conferencing Center is used and the number of participants in a conference. Conference reports can be requested in the following ways:

- List conferences for reporting - Provides a list of past conferences for reporting.
- Running general conference reports - General conference reports based on a block of dates.

Running a General Report
Conference reports can be requested based on specific dates. This request will provide a list of all the conferences that took place within the specified dates.

To generate a report based on specific dates:

1. Click the Reports tab if not already there.
2. Click General Report.
3. Enter the desired Start and End dates or click in the corresponding fields and select the date.

Reports will list conferences in the order that they occurred, oldest first, with the following information:

- Conference Details: Details of conference being reported, such as conference ID, the bridge number used, start and end time, etc.
- Participant Details: Details of participants who joined the conference, such as their status and the time they left and joined the conference.
List of Conferences for Reporting

One way to run a report is by requesting for a list of conferences that have already taken place. From this list, you can select the specific conference for reporting and the report type.

If your PC is connected to a printer, a printout of the report can be requested by clicking 📞.

More Information:

To list all the conferences for reporting:

1. Click the Reports tab if not already there.
2. Click List Conferences for Reporting.

For each conference on the list, the following information is displayed:

- Conference ID.
- Conference name.
- Conference date and start time.
- If Music On Hold (MOH) was selected, then the MOH start time is shown.
- The length of time the conference was scheduled for.
- The number of participants scheduled to join the conference.
- A choice of report types.

For each conference on the list, the following reports can be requested:

- **Individual Report**
  Displays information relating to specific conferences with the following categories:
  - **Conference Details**: Details of conference being reported, such as conference ID, the bridge number used, start and end time, etc.
  - **Participant Details**: Details of participants who joined the conference, such as their status and the time they left and joined the conference.

- **Voting Summary**
  If voting occurred during a conference, this report displays information relating to a specific conference with the following categories:
  - **Conference Details**: Details of conference being reported, such as conference ID, the bridge number used, start and end time, etc.
  - **Participant Details**: Details of participants who joined the conference, such as their status and the time they left and joined the conference.
  - **Questions Raised**: Questions raised by the conference host for voting.
  - **Votes Recorded**: Shows how each participant voted for all questions raised.
Glossary

A

Audio resources: Audio resources reflect the audio channels available on the IP Office Control Unit. The percentage is taken from the total amount audio resources allocated for the entire IP Office suite.

B

Bridge Number: The (telephone) number participants are given to dial to join a conference. This number must be defined by the system administrator.

C

Conference ID: Number that uniquely identifies one conference from another. This number is also used by participants to gain entrance into conferences in which they are scheduled to join.

Conference resources: Conference resources reflect the conferencing channels available on the Control Unit. Conferencing channels are released after the end of every conference.

G

GUI: Graphic user interface. A graphical (rather than purely textual) user interface to a computer.

H

Host: The person running the conference. This person has additional conference related capabilities that are not available to other participants.

I

IIS: IIS is Microsoft's entry to compete in the Internet server market that is also addressed by Apache, Sun Microsystems, O'Reilly, and others. With IIS, Microsoft includes a set of programs for building and administering Web sites, a search engine, and support for writing Web-based applications that access databases.

M

MOH: Music on hold: Music to be played when participants log onto a conference before the start time.

P

Participant(s): Person or people scheduled to join or is presently in a conference.

PIN: Personal Identification Number used by the system to differentiate one participant from another. It is also used by the participant to join a web conference or gain access to an audio conference if PIN Checking was enabled.

R

Resources: The amount of Conference and Audio Channel resources available on the IP Office Control Unit.

S

Synchronize: Making a presentation accessible to other participants who are logged onto the web conference.

U

User: Person able to access some of the conferencing features via the GUI, but not necessarily all. The user has an account and is able to book conferences and manage his/her own account details. The user's account must be set up by the system administrator.
**VCN**: Voice Conference Notification: An automated voice notification via the telephone inviting a participant to join a conference.

**Whisper**: The capability for the host to hold a private conversation with a participant while still connected to the conference.
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