

InterCall v. 3.11



User's Manual

Audio conferencing bridge

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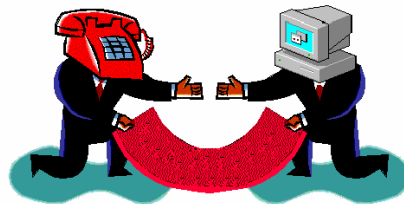


Audio Conferencing Bridge

Artix InterCall

version 3.11

for MS Windows NT4.0/2000/XP/2003



Artix Line
Toronto, 2007



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1 Introduction

Chapter 1

Artix InterCall is an audio-conferencing system which is an ideal solution to globally deploy conferencing capabilities for the enterprise and public networks. The conferencing system has been developed as a great add-on to the Artix Calliseum call handling platform utilizing its robust feature set for providing conference bridges for as many as hundreds of conferees. The maximum number of conferees is limited only by the hardware capabilities and the software license purchased.

Offering both inbound and outbound connectivity to the PBX via digital ISDN PRI/BRI, E1/T1 interface InterCall is a flexible client-server solution that can simultaneously handle any combination of analog, ISDN and GSM calls. It allows multiple conference operators connected to the local area network to simultaneously create and control an arbitrary number of conferences. Artix InterCall system supports digital interface conferencing boards produced by Dialogic (including both former Intel-Dialogic and Eicon Networks) and Pika Technologies corporations. Choice of boards selection is determined by system requirements (for example, maximum required number of conferees) and customer's budget.

InterCall provides the users with ultimately rich feature-set such as true hardware multiplatform support while preserving same great functionality, the client-server architecture and networking, an ability to start, to stop and to dynamically control any conference in real time mode via GUI (graphic user interface) and/or TUI (telephone user interface), an ability to start/stop conference recording and to provide quick votes amongst conferees at any time just by a few mouse clicks.

1.1 Minimum system requirements

See general system documentation - **Calliseum-Manual.pdf** (Chapter "Minimum system requirements").

1.2 Supplementary information

For reference information not present in the documentation or if you have any problems with system operation, refer to a dealer who has supplied this product or directly to the system developer:

Artix Line,
technical support department

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2 System Installation

Chapter 2

The Artix InterCall system is supplied on a DVD. System installation includes installation of a specialized Dialogic, Brooktrout, Eicon or Pika board(s) to the PC system block, installation of board drivers to the OS and installation of the "Artix InterCall" software which is a part of the Artix Calliseum call handling platform.

For precise instructions on the hardware and software installation see general system documentation - **Calliseum-Manual.pdf** (Chapter "**Calliseum system installation**").

3 InterCall System Operation

Chapter 3

The complete system software consists of several functional modules having different functions:

Basic functional modules:

- **Administrator** – a basic module for registration and administration of system users, configuring telephone lines and specific settings of telephone boards, as well as forming and printing various statistical reports on system operation.
- **Conference-client** – a module specially designed to administrate conference parameters and to monitor and to control conferences progress at runtime. It may operate both on the server and client's PC.
- **Call manager** – a module for managing and monitoring of all incoming and outgoing calls made by the system.
- **Network gate** – a gateway for remote access to the system database, allows users (e.g. conference operators) to get access to personal mailboxes, using the module "User-agent" on their working places.
- **User-agent** – a module for providing a remote access to personal mailboxes of system users.

Utilities:

- **Database repair** – utility designed for complete (global) restructuring of all tables and database indexes with full data loss and for partial (local) restructuring of all tables and database indexes with keeping all data safe. This utility should be used in case of damage of the system database.
- **Guardian** – a module designed for improvement of operation of the executable modules. "Guardian" operates as a Windows NT4.0/2000/XP/2003 service, it automatically starts chosen modules, when the OS starts, and restarts controlled modules, when they are incorrectly terminated or in case of deadlocks and so on.
- **Database viewer** – utility for viewing of internal database structure.
- **Queue viewer** – utility for viewing and editing fax-server internal queue of outbound faxes, this utility may be directly started by the basic functional modules "Call Manager" and "Network Gate".
- **Log-file viewer** – utility for viewing log-files produced by basic functional modules, this utility may be directly started by the basic functional modules "Call Manager" and "Network Gate".
- **Record from phone** – utility for recording of voice files (for instance, replacement of the system voice prompts) from the telephone in the VOX/WAV formats. Before using this utility make sure that the call manager is completely logged off.

Let's consider working with each module listed above separately.

3.1 Administrator

For basic instructions on how to use the main administration module refer to general system documentation - **Calliseum-Manual.pdf** (Chapter "**Administrator**"). Here we provide additional information specific to the use in conferencing.

3.1.1 Adding, modifying and deleting the system users

The bookmark of "Alt. phones (accounts)" of the window "User settings" allows the system administrator to add additional telephones for reaching the user by phone in case of organizing a conference. Each alternative telephone has the field "priority". The lower its value is, the higher the phone



priority and the higher its position in the dial-up list is. But in any case the main user's phone specified in the "Phone" field on the "Main" bookmark of the same window has the highest priority and will be dialed first at attempt to call the user to connect him to a conference.

3.1.2 Prompts

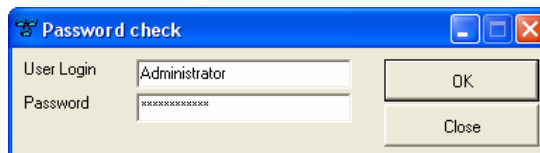
Artix InterCall system uses either "Confer" or "ConferEx" prompt on each channel.

3.2 InterCall Conference Client

"**Conference Client**" is a network module used for conference administration and visual control. Actual conference work such as making and answering phone calls, connecting the parties to a conference is solely performed by the "**Call Manager**" call processing module (see 3.3) and doesn't require the influence of conference client. The "**Conference Client**" module itself may be freely started and closed at any time with no effect to the running conferences. Moreover, if you wish to start a conference from a telephone without visual control, you don't need to start "**Conference Client**" at all (assuming the conference has been created and configured with use of the "**Conference Client**" before).

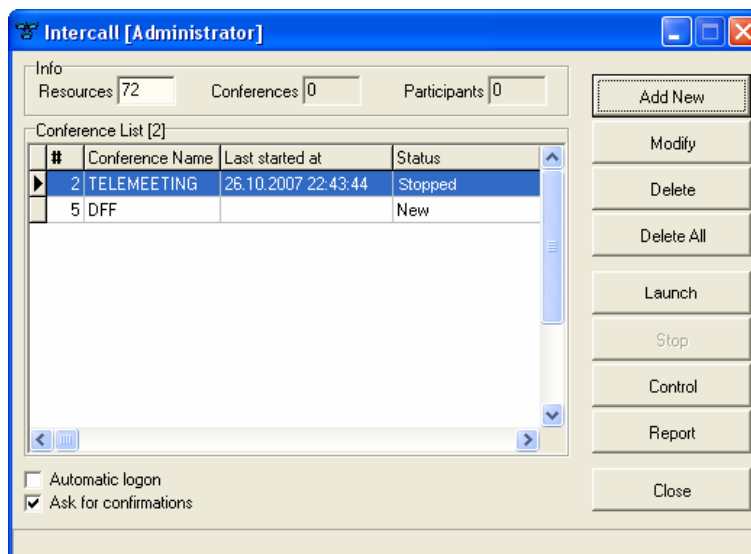
"**Conference Client**" connects to the "**Call Manager**" via Windows Named Pipes, that's why it is necessary to have a running "Server" OS service on the pc acting as a conference server. Also if the conference client is operated remotely the user account logged in on the client pc must be registered in the OS of the conference server.

After this module is started the user is offered to enter login and password to log in:



Supervisor's login "Administrator" with a password "Admin" (case sensitive) is expected by default. The default password may be changed in the security settings of the "**Administrator**" module (see 3.1). Being logged in at the supervisor account you will be able to administrate and to control all of the conferences created by all operators registered in the system database. A system user is deemed to be an operator if the checkbox "Is operator" is checked in the user's settings. Each operator may log in at his own account by entering his own login and password. An operator is able to see only the conferences where he is specified as the operator in the conference settings. To perform login authentication via the network the "**Network gate**" main system module must be running on the server (see 3.4).

Main window is opened after a successful authentication procedure:

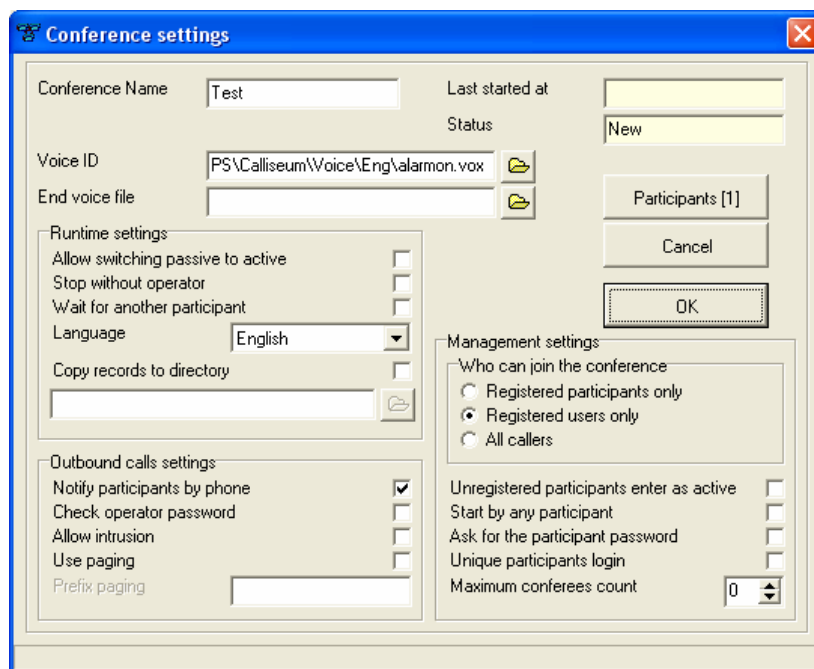


The current list of conferences, their current status (New, Running and Stopped) and the date/time of the last start are shown in this window. Free conference resources available, number of active conferences and total number of all conferences' participants are shown by three indicators in the "Info" group at the top of the window. Conference resources provided by the hardware are seized and released automatically as conferences are started and terminated or new conferees join or leave existing conferences. When the number of conference resources becomes "0" it is impossible to start new conferences and add new parties into active conferences. Checkbox "Automatic access" allows to omit the logon procedure described above, authorization will be performed using the login and password specified at previous logon. The "Pop-up confirmation windows" checkbox makes the system ask the operator for confirmation in case of a certain operations (for instance, deletion of a conference participant, deletion of a conference, conference stop and so on) to occasional keystrokes. On the right side of the window there are control buttons, which allow to administrate, to control and to monitor conferences on the current list:

- "Add New" - allows adding a new conference into the current list in a special dialogue window.
- "Modify" - allows modifying parameters of an existing conference, if the selected conference is running the "Modify" button is disabled.
- "Delete" - deletes the selected conference; if the selected conference is running the "Delete" button is disabled.
- "Delete all" – deletes all the conferences from the current list; this button is disabled until there are no active conferences.
- "Launch" - starts the selected conference; if the selected conference is running the "Launch" button is disabled.
- "Stop" - stops a dedicated conference; if the selected conference's status is either New or Stopped, the "Stop" button is disabled.
- "Control" - allows visual control/monitoring of the selected conference; when pressed, the conference control window pops up.
- "Report" – opens a window listing statistic reports on all runs and launch attempts (including unsuccessful ones) of the currently selected conference.
- "Close" – logs-out the program

3.2.1 Adding/modifying a conference

Pressing the "Add" button displays the "Conference settings" dialogue window which allows the operator to set the new conference parameters:



- "Conference Name" - name/unique ID of the conference, an arbitrary string of no more than 20 characters
- "ID" – a unique numeric ID of the conference which is used in prompts. When you add a conference the ID field is not displayed - it is set automatically. Farther when you wish to change the conference parameters this number is displayed and its value may be changed in the way it must not coincide with the IDs of other conferences.
- "Voice ID" – a voice file assigned to the conference. For example, "Sales Department Managers Conference" and so on. It is used in prompts to prompt the caller when multiple active conferences are available.
- "End voice file" – a voice file which is played to all parties of the current conference before it stops (if this field is left empty, the default system prompt is used).

Conference runtime settings:

- "Allow switching passive to active" - when this switch is on it is possible to switch listeners to active participants and vice versa by pressing the "#" key on a conferee telephone. Actually by pressing the "#" key the conferee submits his request to change his current status, the status is change if there are enough system resources to complete the action.
- "Stop without operator" - this switch indicates that a conference will be automatically stopped when its operator goes out.
- "Wait for another participant" – this switch indicates that the system should cyclically play a voice prompt "Wait for other participants of the conference" to the first conferee until the second participant joins this conference.
- "Language" - the language of voice prompts of the conference; it is used right after its number (ID) becomes known.
- "Copy records to directory" - informs the system that recorded voice files of conferences should be copied to the stated directory. The FTP directory of a standard form "ftp://user:password@host:port/dir" may be specified for this purpose.

Conference management settings:

- "Who can join the conference" – this switch designates who may join the current conference. There are three options: "Registered participants only" (means that only system users specified on the conference participants list may join it); "Registered users only" (means that only system users registered in the system database may join it); "All callers" – anyone may join it.
- "Unregistered participants enter as active" – when this switch is on all new callers joining the conference who are not on the conference participants list will join as full-duplex conferees, otherwise their status will be set to monitors. This switch is disabled when the "Who can join the conference" is set to "Registered participants only".
- "Start by any participant" – when this switch is on the conference is allowed to be started by any participant who automatically becomes the operator of this conference. This parameter works only in the "ConferEx" prompt (see 4.1.2). This switch is disabled when the "Who can join the conference" is set to "All callers".
- "Ask for participant password" – when this switch is on a participant will be asked to enter his password before joining the conference to secure authorized access only. This switch is disabled when the "Who can join the conference" is set to "All callers".
- "Unique participants login" – this switch secures the uniqueness of user login within the conference that is the system doesn't allow two participants with same login to join the conference. This switch is disabled when the "Who can join the conference" is set to "All callers".
- "Maximum conferees count" – this parameter impose the maximum number of participants allowed for this conference. No conferee can be added to the conference when this limitation is reached. The value of "0" means no limitations.

Outbound call settings:

- "Notify participants by phone" - if this switch is on then at the conference start-up the system calls up those parties specified on the conference participants list who have the "Notify by phone" switch turned on in user's settings (see 3.1). Even if this switch is off participants still have an ability to join the conference by calling the system at some predefined number (telemeeting).



Access to the conference via incoming calls is possible on channels where either CONFER.DLL (see 4.1.1) or CONFEX.DLL (see 4.1.2) prompt is set.

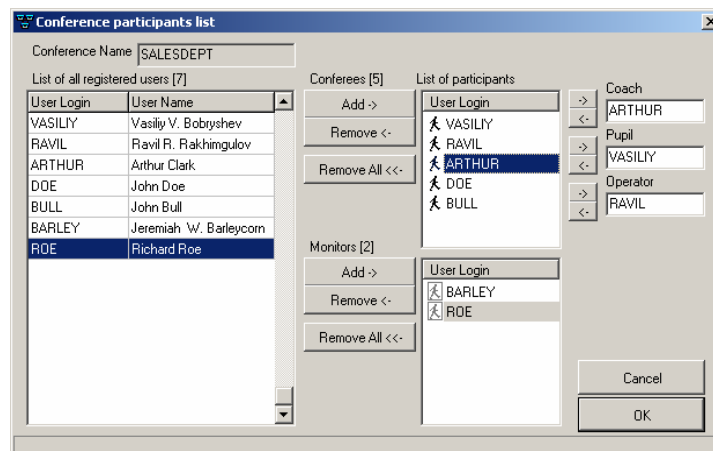
- "Check operator password" - after calling up the operator the system will ask him for password to authorize. This parameter is applicable only to the channels using CONFEX.DLL prompt and does not work with CONFER.DLL which has its own parameter specifying whether to check operator's password (see 4.1.1).
- "Allow intrusion" - allows invoking ISDN intrusion feature when calling up participants.
- "Use paging" - when this switch is on the system performs paging notification of conference participants after the operator is connected. The PBX must support paging from trunk to invoke this scenario.
- "Prefix paging" – a set of tone signals that should be dialed by the system to invoke paging.

Other fields and buttons:

- "Last started at" – non-editable field that displays the date/time of the last conference start (empty field for a new conference)
- "Status" - non editable field that displays the status of the current conference ("New" for a newly created conference, otherwise "Stopped")
- "Participants" – this button allows to specify the list of participants of the current conference (see below); current number of participants on the list is specified in brackets.
- "Cancel" – cancels changes made and returns to the main program window.
- "OK" - saves changes made returns to the main program window.

3.2.2 List of conference participants

If you click the "Participants" button in the "Conference settings" window a new dialogue window named "Conference participants list" will be displayed. This window allows you to select conference participants from the list of all users registered in the system database.



Participants of any conferences may be of the following categories:

- "Full-duplex" may speak with and listen to all other conference parties except the "Coach". Each conference may or may not contain full-duplex conferees at start-up.
- "Monitor" may only listen to all other conference parties except the "Coach". Each conference may or may not contain monitors at start-up.
- "Coach" may hear all the participants of the conference but can be heard only by the "Pupil". This kind is optional since you will be able to assign the "Coach" status to any participant within the conference later.
- "Pupil" may speak with and listen to all the other parties including the "Coach". This is optional since you will be able to assign the "Pupil" status to any participant within the conference later.
- "Operator" is the moderator of the conference who in fact is the first full-duplex participant of the conference who has the ability to start/stop/control the conference. Any full duplex participant, the "Coach" or the "Pupil" may be specified as the conference operator. You must specify the operator in each conference.

"Coach"-*"Pupil"* pair forms a so-called supervisor link which allows a private consultation within a conference. Actually in this window you may specify the initial parties for the "Coach"-*"Pupil"* pair, further during the conference execution, the moderator can unlink/link two arbitrary conferees into the supervisor link to enable a private consultation within the discussion. All categories in exception with the listeners may be combined in a group of active participants of the conference who have an ability to communicate with others.

Participants of the current conference can be chosen from the full list of all registered users of the system which is displayed in the left part of the window. In the right part of the window there are two lists and two groups of buttons located one under another as follows:

- *"Conferees[x]"* – this is the list of active participants. It is selected from the complete list of users by the upper group of buttons "Add ->", "Remove <-" and "Remove All <<". This list is mutually exclusive with the list of *"Monitors[y]"* located below, i.e. if the user is on one list, he cannot be present on another list.
- *"Monitors[y]"* – this is the list of monitors/listeners which is selected from the complete list of users by the lower group of buttons "Add ->", "Remove <-" and "Remove All <<".
- *"Coach"*, *"Pupil"*, *"Operator"* – the values of these fields on the right are selected from the upper list of conferees by clicking the "Add ->", "Remove <-" buttons on the left of each field respectively. Each conference must have an operator so that the field *"Operator"* must have a value, otherwise you won't be able to save settings of the current conference.
- *"Cancel"* – cancels changes made and returns to the **"Conference settings"** window.
- *"OK"* - saves changes made returns to the **"Conference settings"** window.

3.2.3 Conference start-up

To start a conference you need to have the **"Call Manager"** running. If it is not running conference work is impossible. An audio conference is started by its operator either via computer from the **"Conference-client"** or by phone. To start a conference by phone one should call the system and follow the system prompt instructions for conference start-up, this ability is granted on channels where either CONFER.DLL (see 4.1.1) or CONFEX.DLL (see 4.1.2) prompt is set. To start a conference from your computer, pick up the correspondent conference in the list of conferences in the main window of the **"Conference-client"** and press the *"Launch"* button. First of all the system will call up the operator to establish the conference – a conference is considered established when it has its operator as the first participant.

After that, depending on the conference settings, the system calls up the rest of conference participants to connect them to the conference automatically. The number of dial-up attempts and time interval between attempts are specified in the configuration settings of the **"Administrator"** module (**"Outbound"** bookmark). There are also additional outbound parameters not included in the GUI (see 4.2).

The system calls up those parties specified on the conference participants list who have the *"Notify by phone"* switch turned on in user's settings (see 3.1). Even if this switch is off participants still have an ability to join the conference by calling the system at the dial-in number (telemeeting). Access to the conference via incoming calls is possible on channels where either CONFER.DLL (see 4.1.1) or CONFEX.DLL (see 4.1.2) prompt is set. To dial out to a recipient the system uses his main phone specified in the user's settings (field *"Phone"*) and alternative phones (if any). The bookmark of **"Alt. phones (accounts)"** of the window **"User settings"** allows the system administrator to add additional/alternative telephones for reaching the user by phone in case of organizing a conference. Each alternative telephone has the field *"Priority"*. The lower its value is, the higher the phone priority and the higher its position in the dial-up list is. But in any case the main user's phone specified in the *"Phone"* field on the **"Main"** bookmark of the same window has the highest priority and will be dialed out first at attempt to call the user to connect him to a conference. Each active conference must have at least one participant. When the last participant logs off, the conference is automatically stopped.

Each participant of the conference may adjust the gain of signal received by pressing tone keys on his phone keypad (applicable to conferences running on Dialogic boards only). For this purpose he may press "1" to increase, "2" to decrease and "3" to reset the gain to default value.

3.2.4 Operator's capabilities

During the conference, the operator may change participants' status, delete existing and add new participants, stop the conference, start and stop conference recording into a voice file at any time no matter when and how he has entered the conference. All operator's commands are made either from the conference **"Control"** window (see 3.2.6) or by phone via so-called operator's codes. Every operator's code



begins with "0", and to speed up the command processing the code may be optionally ended by the "#" character:

- "01<participant extension>" - add a new participant (by calling him up) to the conference, for example, the code "015678" means: add the participant whose extension is "5678";
- "02<participant extension>" - delete a participant from the conference, for example, the code "027484" means: delete the participant whose extension is "7484";
- "03<participant extension>" - change status of a participant from full-duplex to monitor and vice versa (the status of the pair "Coach"- "Pupil" cannot be changed by phone), for example, the code "035678" means: change the current status of the participant whose extension is "5678". If the participant whose extension has been specified is not in the conference the action of this command is similar to that of "01<participant extension>";
- "04" - stop the conference;
- "05" - start recording the current conference into a voice file;
- "06" - stop recording the current conference into a voice file.

3.2.5 Stopping the conference

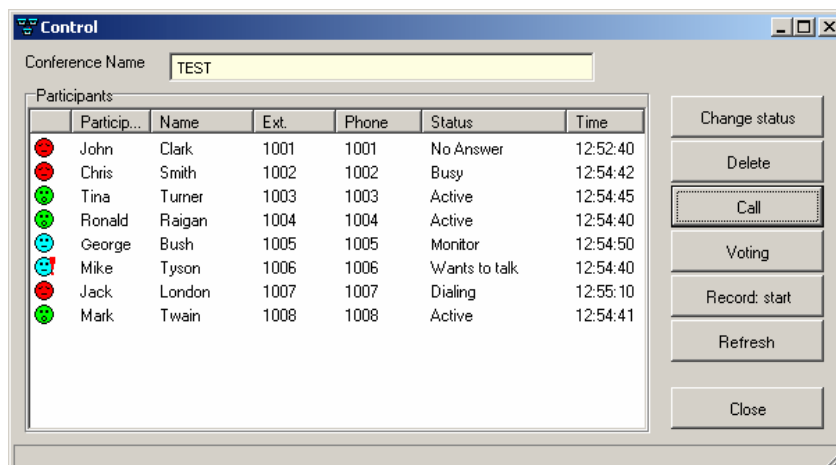
The conference will be stopped if either of the following conditions occurs:

- when the last conferee logs off;
- when its operator logs off and the switch "Stop without operator" is on in the conference settings;
- when the operator enters the "04#" operator's code or picks up the conference and presses the "Stop" button in the main window of the "Conference-client".

For all cases described but the first, all conferees will be prompted about the conference stop with the voice file specified in the "End voice file" parameter (see 3.2.1), if this field is empty then the default system prompt will be played.




3.2.6 Conference execution control





The Artix InterCall gives the operator an extended ability to visually control and monitor execution of all conferences where he specified as the operator. To invoke the conference visual control one should select a running conference in the main program window and press the "Control" button:



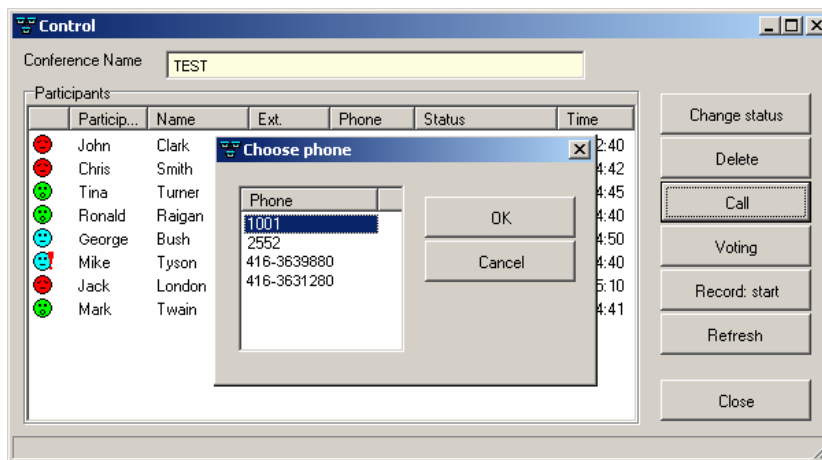
A new dialogue window named "Control" will be displayed. This window shows the conference name, the full list of conference parties including registered conference recipients and unregistered conferees (if this allowed by the conference settings). For each conference party you can see his login (applicable to registered system users only), extension (applicable to registered system users only), phone number (as given by the ANI if this feature is supported by the PBX trunk), status and the time of logon or the time of the last attempt to call him up.

To visually highlight the participants' current status each list entry is preceded by an icon:

-  - for a full-duplex participant;
-  - for a participant having the ability to listen only (monitor);
-  - for a participant who is currently the "Couch";

-  - for a participant who is currently the "Pupil";
-  - for a logged off registered conference participant;
-  - this pair of icons will follow one another as a monitor presses the "#" key on the keypad to let the operator know that he wishes to talk, they may appear in a conference where the "Allow switching passive to active" flag is off in the settings, otherwise the participant's status will change to full-duplex immediately;
-  - this pair of icons will follow one another as a full-duplex conferee presses the "#" key on the keypad to let the operator know that he wishes to mute his own line (self-mute), they may appear in a conference where the "Allow switching passive to active" flag is off in the settings, otherwise the participant's status will change to monitor immediately.

By clicking a column's header you can make sorting by its values. If a participant is not active (i.e. has not joined the conference yet) you can call him by pressing the "Call" button or by double clicking the recipient. Should the calling process be interrupted, press the "Delete" button. If multiple phone numbers are assigned to the recipient, that is the recipient has one or more alternative phones, the system will offer the operator to select a phone number for making a call in a pop-up window.



It is possible to remove a connected conferee from the conference or to change his status. To remove the participant from the conference, pick him up in the list and press the "Delete" button. To invoke a simplified status change (from full-duplex to monitor and vice versa), double click the conferee or left-click him and press the "Change status" button. Advanced status change is performed by right clicking the conferee. You will be able to select a new conferee status (including "Coach" and "Pupil") in a pop-up menu. Though the information in the "Control" window is updated automatically you can manually request the conference client to read updated data from server by pressing the "Refresh" button at any time to make sure you see a valid picture.

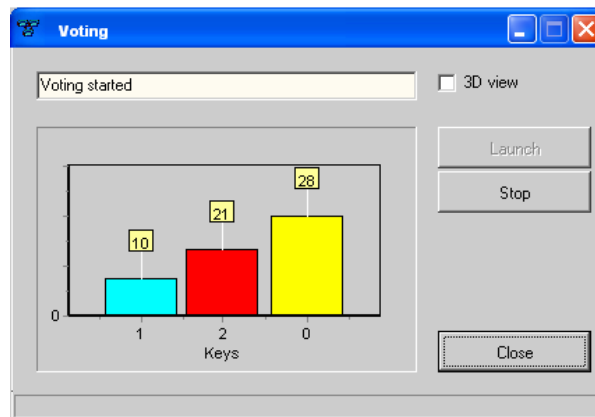
(!!!) Keep in mind, that each conference participant can take part in a conference no longer than the maximum call duration time specified in configuration settings of the "Administrator" module (240 minutes by default (see 3.1)).

3.2.7 Conference recording

Operator has an opportunity to start recording current conference into a sound file at any time by pressing the "Record: Start" button in the "Control" window, or by dialing "05#" on his phone keypad in the tone mode. The system automatically starts recording all voice data into a file, which is stored in the internal database. During recording there will be a message "Recording" at the top right corner of the window. To stop current recording press "Record: Stop" button in the "Control" window, or dial "06#" on operator's telephone. If the conference recording has been suspended and resumed several time during the conference the total voice data recorded will be stored in a single file. All saved records are placed into the personal mailbox of the operator and can be played by phone or via the "User-agent" module (see 3.5). To distinguish conference records from other messages in the operator's mailbox, the conference records are marked by the word "CONFERENCE" in the field "ANI" and a unique name of a recorded conference is stored in the field "DNIS".

3.2.8 Voting

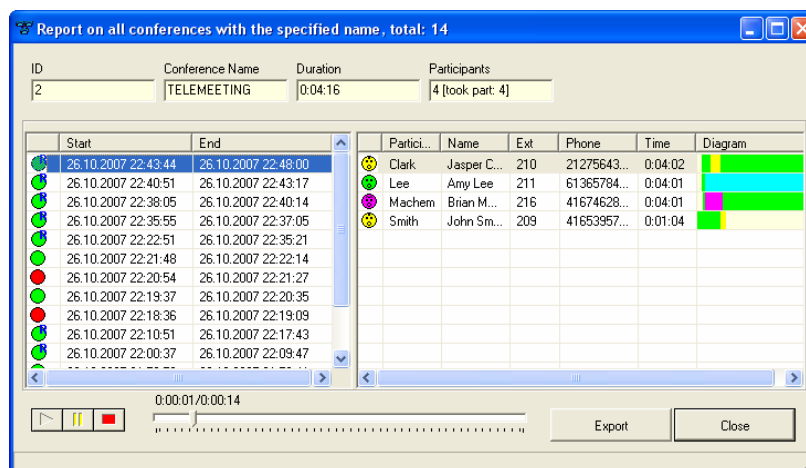
The conference moderator has the capability of conducting polls amongst the conference participants. This might be used, for example, to clarify participants' opinion on a certain question. To start a poll the operator has to press the "Voting" button in the "Control" window, a new window named "Voting" pops up which allows to start the poll and to display the poll results.



To start accepting and counting participants' votes simply press the "Launch" button and announce the poll options to the conferees. Each conferee may vote by pressing a key on his telephone keypad corresponding to some option in the touchtone mode. All keystrokes are summarized and statistics on the number of keystrokes for each poll option is represented as a diagram in the "Voting" window with the counts made available at the columns' tops. A conferee may press various keys several times, but only the last keystroke will be considered.

3.2.9 Viewing conference reports

With the click of the "Report" button in the main conference client window one can gain the detailed conference calls reports, including personalized participants data, call times and duration of calls, participant's status change events and so on. The reports are shown in the "Report on all conferences with the specified name, total <x>" (where <x> denotes the total number of all runs and launch attempts (including unsuccessful ones) of the currently selected conference):






At the window's bottom there are fields giving conference brief information such as:

- "ID" – is the conference unique Id used in prompts (see 3.2.1);
- "Conference Name" – a string specifying the conference name (see 3.2.1);
- "Duration" – time duration of the currently selected conference instance (that is an instance of a conference with the given ID and Conference Name);
- "Participants" – specifies the number of conference participants in the form "<x> [took part: <y>]", where <x> denotes the total number of participants registered in the conference calling list (see 3.2.2) and <y> denotes the total number of participants who actually took part in the conference,





the latter may not be equal to the former and depends on the conference settings (e.g. open dial-in access to the conference is enabled).

Below on the left part of the window one can see the full list of all conference instances ever started or at least attempted to start. This includes the "Start" and "End" fields specifying the date/time when the conference instance started and finished execution. Moreover, to visually distinguish instances that failed to start due to some reason and instances that have recordings available for playback each instance in the list is preceded by an icon:





-  - for a normally run conference instance;
-  - for a normally run conference instance with a recording;
-  - for a conference instance that failed to start.

For every selected conference instance the list of all participants who took part is shown on the right. Participant's information written to the file shown in the form of a table with the following fields:


- "Participant" – specifies the participant's "User Login" as it is defined in his personal data in the "Administrator" module (see "Calliseum-Manual.pdf", Chapter 3.1);
- "Name" – specifies the participant's "User Name" as it is defined in his personal data in the "Administrator" module (see "Calliseum-Manual.pdf", Chapter 3.1);
- "Ext" - specifies the participant's "Extension" as it is defined in his personal data in the "Administrator" module (see "Calliseum-Manual.pdf", Chapter 3.1);
- "Phone" - specifies the participant's main "Phone" as it is defined in his personal data in the "Administrator" module (see "Calliseum-Manual.pdf", Chapter 3.1);
- "Time" – designates the total time during which the participant took part in the conference instance
- "Diagram" – shows a graphical representation of main participant's events during the conference including log-ins and log-outs, status changes.




Phone	Time	Diagram
2127564369	0:04:02	
6136578405	0:04:01	
4167462848	0:04:01	
4165395733	26.10.2007 22:44:27, Coach	

The diagram shows the participant's status for various moments of time during the whole conference instance run using the colored bars of different length proportional to the time:

-  - bars of this color are used to represent time intervals when the participant's status was monitor;
-  - bars of this color are used to represent time intervals when the participant's status was full-duplex;
-  - bars of this color are used to represent time intervals when the participant's status was "Pupil";
-  - bars of this color are used to represent time intervals when the participant's status was "Coach".

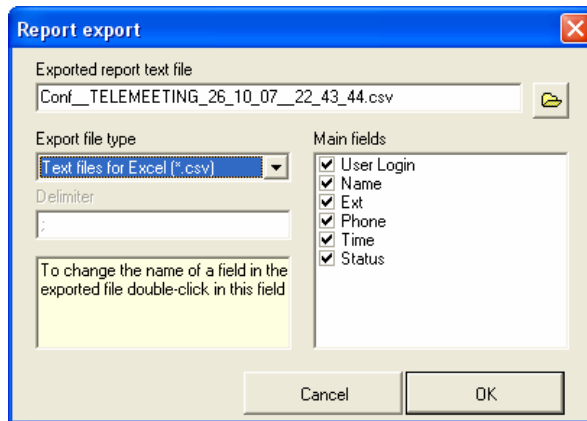
All moments of time when the participant was logged off are shown with white color. The diagram area is interactive, if you hover the mouse over the area the hint will appear telling the date/time and recipient's status corresponding to the point of the current mouse cursor position (see a screen-shot above).


For all conference instances having recordings (that is all instances marked with the  icon) you can quickly play back the recordings using the media-player buttons:

-  - press this button to play back the recording of the current conference instance, alternatively you can start playback with the doubleclick at the conference instance on the list;
-  - press this button to pause current playback;
-  - press this button to stop playing back the current recording.

For the conference instances which have no recording media-player buttons stay disabled. Nor are they enabled when the conference client is started remotely on any pc but the conference server. Currently playback feature in the conference client window is available only locally on the server, for playing conference recordings and making some notes to recordings you should use the fully networked "User-agent" module (see 3.5).

You also have an ability to export the messages listing in any mail-box folder as a text-file for further processing or use. To export data, press the "Export" button. The "Report export" window will appear.



The "Exported report text file" field specifies a short file name generated by default that is guaranteed to be unique in the system reports subdirectory "...Reports". This field is editable so you can type another short file name or a full file path or use the  button on the right to specify other destination to export the report.

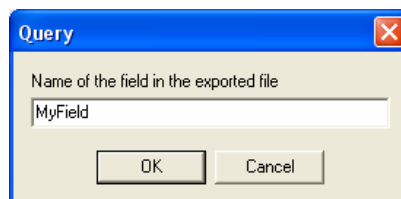
The "Export file type" drop-down list offers two options:

- "Text files (*.txt)" – general text file, the exported data (database field names and their values) are divided by the delimiter specified in the "Delimiter" field, '|' by default;
- "Text files for Excel (*.csv)" – exported data will be organized in the CSV text file format that is easily imported into Excel tables, see sample below. When you select this file format the "Delimiter" field becomes disabled.

For example, let us create a report for the conference instance named "TELEMEETING" in the CSV format. We will use all fields selected by default. The export file for our example opened in Excel program should look like this:

	A	B	C	D	E	F
1	User Login	Name	Ext	Phone	Time	Status
2						
3	Clark	Jasper Clark	210	2127564369	0:04:02	Pupil
4	Lee	Amy Lee	211	6136578405	0:04:01	Active
5	Machem	Brian Machem	216	4167462848	0:04:01	Coach
6	Smith	John Smith	209	4165395733	0:01:04	Pupil
7						
8	Conference Name: TELEMEETING (ID: 2)					
9	Time: 26.10.2007 22:43:44 - 26.10.2007 22:48:00					
10	Duration: 0:04:16					
11	Participants: 4 [took part: 4]					

The "Main fields" memo lists the database fields included in the export file by default. You may assign custom names to the fields in your exported file. Double-click the field name in the "Main fields" memo and specify your own name in a pop-up message-box:



3.3 Call manager

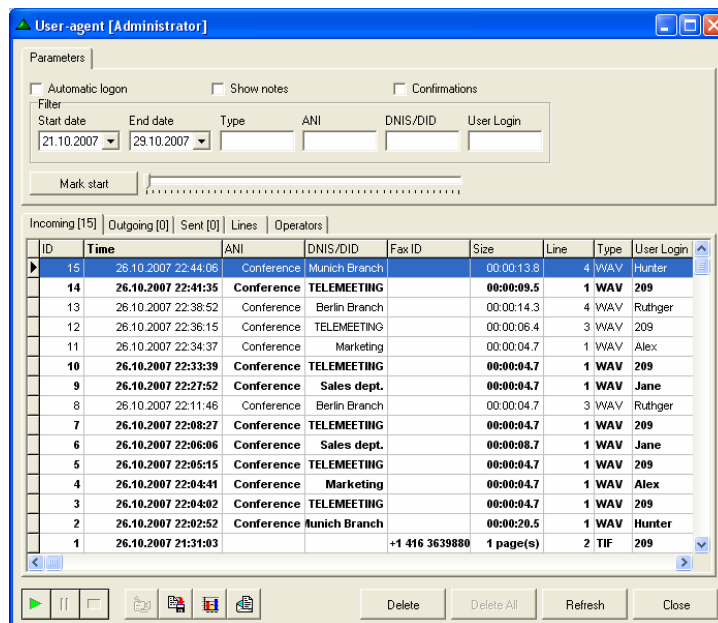
See general system documentation - **Calliseum-Manual.pdf** (Chapter "Call Manager")

3.4 Network gate

See general system documentation - **Calliseum-Manual.pdf** (Chapter "Network gate")

3.5 User-agent

As it was already mentioned in (3.2.7), all conference recordings are stored into the personal mailbox of the conference moderator (operator) and can be played by phone or via the "User-agent" module (see 3.5) from any pc connected to the LAN/WAN. To distinguish conference records from other messages in the operator's mailbox, the conference records are marked by the word "CONFERENCE" in the field "ANI" and a unique name of a recorded conference is stored in the field "DNIS".



You playback the recordings in whole or select message parts for playback via pc multimedia, you can write text notes and assign them to a recorded message. The complete work with the module is given in general system documentation – "Calliseum-Manual.pdf" (Chapter 4.1).

3.6 Additional system modules

3.6.1 Database repairing

See general system documentation - **Calliseum-Manual.pdf** (Chapter "Database repair")

3.6.2 Guardian

See general system documentation - **Calliseum-Manual.pdf** (Chapter "Guardian")

3.6.3 Database viewing

See general system documentation - **Calliseum-Manual.pdf** (Chapter "Database viewer")

3.6.4 Queue viewing

See general system documentation - **Calliseum-Manual.pdf** (Chapter "Queue manager")

3.6.5 Log-files viewing

See general system documentation - **Calliseum-Manual.pdf** (Chapter "Log-files browser")

3.6.6 Recording from a telephone

See general system documentation - **Calliseum-Manual.pdf** (Chapter "Recording from phone")

4 Appendixes

Chapter 4

4.1 System prompts

Appendix 1

See general system documentation - **Calliseum-Manual.pdf** (Chapter "System prompts").
Audio-conferencing system uses either Confer or ConferEx prompts.

4.1.1 Confer

File: CONFER.DLL

Special parameters of the prompt:

- **Use operator branch** – if this prompt is used to process incoming calls, conference operators have an ability to start conferences from their telephones (default - "Yes")
- **Check operator password** – specifies whether an operator will be asked to enter his password to secure authorization (default - "No")
- **Use all voice files** – specifies whether the system should play prompt files during conference establishment and termination (default - "Yes")
- **Use ANI for identification** – specifies if the system should use ANI information (retrieved from the ISDN signaling) for the caller identification. The system tries to match the retrieved ANI to extension numbers stored in the system database, if some extension matches the ANI the system considers the caller as the user corresponding to that extension. If this parameter is set to "No" or the ANI does not match any extension in the database the caller will be asked to enter his extension in the tone mode (default – "No")
- **Use DNIS for operator** – specifies if the system should use DNIS information (retrieved from the ISDN signaling) for launching conferences by operators (default – «No»). To start a conference by phone usage of the DNIS information is mandatory. This is generally done by programming the operator's phone in order to assign a sequence of DTMF tones to a single phone key. Let's assume there is an operator (ext.# 2332), a conference (Id# 45), "Use ANI for identification" is OFF, "Check operator password" is ON and the operator's password is "123". To launch this conference after the call is answered by the system, the operator presses "1" (to select the operator's branch), "2332" (his extension), "123" (his password) and finally "45" (conference Id). To speed-up the launching process the operator may press "#" at the end of each DTMF-subsequence. So that the whole DTMF-sequence to start the conference looks like this: "1#2332#123#45#". This sequence may be assigned to a single programmable key on the operator's phone. For example, the value of "Check operator password" is OFF then the resulting DTMF-sequence should be: "1#2332#45#". Finally, if ANI were used for identification and operator was calling from the phone "2332" then the resulting DTMF-sequence would be "1#45#".

Caller/conferee branch

The prompt is meant to allow the callers to join one of the active conferences by calling up the system at the predefined phone numbers or to let system operators to launch conferences by phone. After answering the call and authorization procedure which depends on the conference management settings and prompt parameters listed above, the caller will be prompted the list of active conferences he may join. The



system will prompt the number of each conference and its voice ID as specified in the conference settings (see 3.2.1). The caller may select a conference he wishes to join by entering its number; to speed up processing of caller's input information each input sequence may be optionally ended with the “#” symbol. After the caller selects the conference he joins it as a conferee.

Operator branch

If the value of “**Use operator branch**” parameter is “Yes” which means the operator's branch is in use, the caller will be asked to press “1” if he is a system operator or to press any other key (to wait for a while) to join one of the active conferences as a conferee. If the caller comes to the operator's branch by pressing “1” then he will have to pass an authorization procedure which depends on the values of “**Check operator password**” and “**Use ANI for identification**” parameters. E.g. if both parameters are set to “No” the operator will be asked to enter his extension and password, if both parameters are set to “Yes” and ANI information of the call matches the operator's extension the authorization procedure is considered passed successfully, etc. After that the system will prompt the full list of inactive conferences the operator is authorized to start. The system prompts the number and voice ID of each conference as specified in the conference settings (see 3.2.1). The operator selects a conference he wishes to start by entering its number and the conference gets established with the operator as its first participant. As soon as the conference is established the system starts calling up registered conference participants unless the “**Notify participants by phone**” switch is OFF.

Administrator's menu branch

Besides the two branches described above CONFER.DLL has one more special entry which allows the callers to listen to a set of custom voice files maintained by the system administrator. This prompt's branch is chosen if the caller presses “3” when the system answers the call. All custom files to be played by the system should be stored in administrator's folder (“..Artix Calliseum\Voice\Admin”) and its subfolders which must have names corresponding to digits from ‘0’ to ‘9’. Operation scheme for this branch looks like this:

- a) the system plays all voice files from administrator's folder starting from the «main.vox» or «main.wav» if they are present (all files except the «main.vox» and «main.wav» are played together with pronunciation of their creation date);
- b) waits for the caller to press a tone key;
- c) selects a subfolder which corresponds to a digit pressed;
- d) plays all voice files from the selected subfolder starting from the «main.vox» or «main.wav» if they are present (all files except the «main.vox» and «main.wav» are played together with pronunciation of their creation date);
- e) drops the call.

This branch is usually used for playback of recorded conferences to system users, but it can be used for any other purpose.

4.1.2 ConferEx

File: CONFEX.DLL

Special parameters of the prompt:

- **Use all sound files** – specifies whether the system should play prompt files during conference establishment and termination (default - “Yes”)
- **Use ANI for identification** – specifies if the system should use ANI information (retrieved from the ISDN signaling) for the caller identification. The system tries to match the retrieved ANI to extension numbers stored in the system database, if some extension matches the ANI the system considers the caller as the user corresponding to that extension. If this parameter is set to “No” or the ANI does not match any extension in the database the caller will be asked to enter his extension in the tone mode (default – “No”)
- **Use DNIS for operator** – specifies if the system should use DNIS information (retrieved from the ISDN signaling) for launching conferences by operators (default – “No”). See the detailed description of this parameter usage below.
- **Use records branch** – specifies if the system should use a special entry which allows the callers to listen to a set of custom voice files maintained by the system administrator (default – “No”). This administrator's menu branch is kept for compatibility with that of CONFER.DLL. This branch is usually used for playback of recorded conferences to system users, but it can be used for any



other purpose. When this parameter is ON, the caller will be prompted to press "1" to join/start a conference or to press "3" to listen to recorded conferences. The operation scheme and file structure of this branch is merely same as that of CONFER.DLL (see 4.1.1).

The prompt is meant to allow the callers to join or to start a conference by calling up the system at the predefined phone numbers. It is supposed that the caller a priori know conference Id they wish to join/start. After the call is answered the caller is prompted to enter a valid conference number (Id). To do that the caller has the "**Max number of retries**" as specified in global configuration settings of the "**Administrator**" (see 3.1), if this limit is exceeded the system drops the call. When a valid conference Id is entered the caller will have to pass an authorization procedure which depends on the values of "**Ask for the participant password**" (this parameter is taken from the conference settings in the "**Conference client**") and "**Use ANI for identification**" parameters. E.g. if both parameters are set to "No" the operator will be asked to enter his extension and password, if both parameters are set to "Yes" and ANI information of the call matches the operator's extension the authorization procedure is considered passed successfully, etc. The described authorization procedure will be omitted when the "**Who can join the conference**" switch is set to the "**All callers**". The following prompt operation depends on whether the required conference is active or inactive. Let's consider both cases.

1) Suppose the conference is inactive, then if the conference parameter "Start by any participant" is ON or the caller's extension coincides with that of the conference operator the conference will be started and the caller will become its operator (if he is not already). Otherwise the caller will be informed that he is not authorized to start the conference. Special case: if the "**Who can join the conference**" switch is set to the "**All callers**" then the conference may be started only its operator as specified in the conference participants list.

2) Suppose the conference is active (that is it is running), then the following action depends on the value of the "**Who can join the conference**" switch (see 3.2.1). If this switch is set to the "**Registered participants only**" then the caller must be registered in the conference participants list to be eligible to join. If this switch is set to the "**Registered users only**" then the caller may be any user registered in the system database to be eligible to join. If this switch is set to the "**All callers**" then any caller is eligible to join this conference. If the caller is not found eligible to join will be informed by a system prompt.

Now having described the prompt operation behavior, let us consider the usage of DNIS information for launching conferences by phone on channels controlled by the CONFEX.DLL. Let's assume there is a conference (Id# 45), a registered conference participant (ext.# 2332), "**Use ANI for identification**" is OFF, "**Ask for the participant password**" is OFF and the user's password is "123". To launch this conference after the call is answered by the system, the caller presses "45" (to select the conference), "2332" (his extension) and "123" (his password). To speed-up the launching process the operator may press "#" at the end of each DTMF-subsequence. So that the whole DTMF-sequence to start the conference looks like this: "45#2332#123#". This sequence may be assigned to a single programmable key on the operator's phone.

4.2 Advanced parameters

See general system documentation - **Calliseum-Manual.pdf** (Chapter "**Advanced parameters**") Additional information on parameters used by the Artix InterCall system see below.

Registry key used by the system:

HKEY_LOCAL_MACHINE\Software\Artix-Line\Artix Calliseum\3.11\Confer

Parameters:

UseOutboundDelay - use a delay between calls while calling up participants at a conference start-up (1 - delay is ON, 0 - delay is OFF (default - 0))

OutboundDelay - value of the delay in ms (default - 300)

