Telicon

Conferencing Service

User Guide

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Introduction

Preface

TeliCon is a full-featured audio conferencing solution fully integrated into Telinta's hosted PortaSwitch.

An out of the box solution, TeliCon allows Telinta's customers and their resellers to offer a variety of audio conferencing options to end-users. TeliCon is managed and billed from within Telinta's hosted PortaSwitch.

Key features and benefits

TeliCon audio conferencing solution includes most of commonly used in-conference touchtone and web interface audio conferencing features available in the market today.

TeliCon key benefits include:

- Full-featured Audio Conferencing integrated into Telinta's hosted PortaSwitch
- Security measures preventing unauthorized use
- Reservationless and Scheduled audio conferences
- Moderated and non-moderated conferences
- Mute/Unmute participants to prevent interference from background noise
- Unlimited number of conference rooms
- Personalization of conference rooms with custom Music on Hold (MOH)
- Auto-generation of Moderator and participant access codes
- Announce number of conference room participants
- Limit conference duration
- Limit number of conference participants
- Lock the conference room after the last participant leaves
- Intuitive web interface to setup audio conferences
- Conference digital recording
- Downloading of the recorded conferences via the web interface
- "Drop last participant" from the Moderator touchtone keypad
- "Drop" a selected participant via the Moderator web-interface

Definitions

The following terms have specific meanings in this document:

Conference Call: A telephone call in which the calling party joins more than one participant on the same call. Conference calls allow the called party to participate during the call, or the call may be set up so that the called party only listens in and cannot be heard by other participants.

Conference Room: A virtual place where all participants are able to talk to each other. The room configuration is flexible, and can be configured to provide/restrict various features for the participants.

Moderator: The person leading the conference. Moderator is granted access to perform variety of administrative actions during the conference call (e.g. muting/unmuting and dropping of participants).

Participant: A person who takes participation in the conference call.

Recording: A digital recording of the conference. A recording is available for immediate download after the conference is finished. Saved media files remain available for 14 days.

Reservationless Conference: A permanently enabled conference that allows conducting a conference call at any time without having to make a prior reservation.

Scheduled Conference: A conference that allows conducting a call only at a specified time, which is defined in the room settings.

Configuration

Checklist

Begin by printing the checklist shown below. Follow the system setup instructions in detailed in this chapter, checking off each completed operation on the printed list. Please be sure to perform all of the operations (all of the boxes must be checked), otherwise the service will not work.

Operation	Done
General configuration	
Add a new node	[ ]
Create a tariff with 'conferencing' service type	[ ]
For any other currency you plan to use, specify the exchange rate source and define exchange rates	[ ]
Add a new product using the tariff created above	[ ]
Add two accessibility entries to the product	[ ]
Add a new destination CONF	[ ]
Vendor provisioning	
Create a new routing tariff	[ ]
Create a new vendor	[ ]
Add a new connection to the vendor using the routing tariff added above	[ ]
Account provisioning	
Create a retail customer who owns conferences	[ ]
Create a new account that will be used as an access number	[ ]
Log in to Account Self-Care	[ ]
Add a new conference room	[ ]
Testing	

Register several SIP phones [ ]

Call Access Number and test the conference room [ ]

Instructions and feature explanations

This section provides step by step instructions to configure the conferencing service and full descriptions of the conference features.

PortaSwitch Instructions

Step 1: Log into PortaSwitch as a root or admin user. If you forgot you password, use ‘Password Recovery’ to restore it.

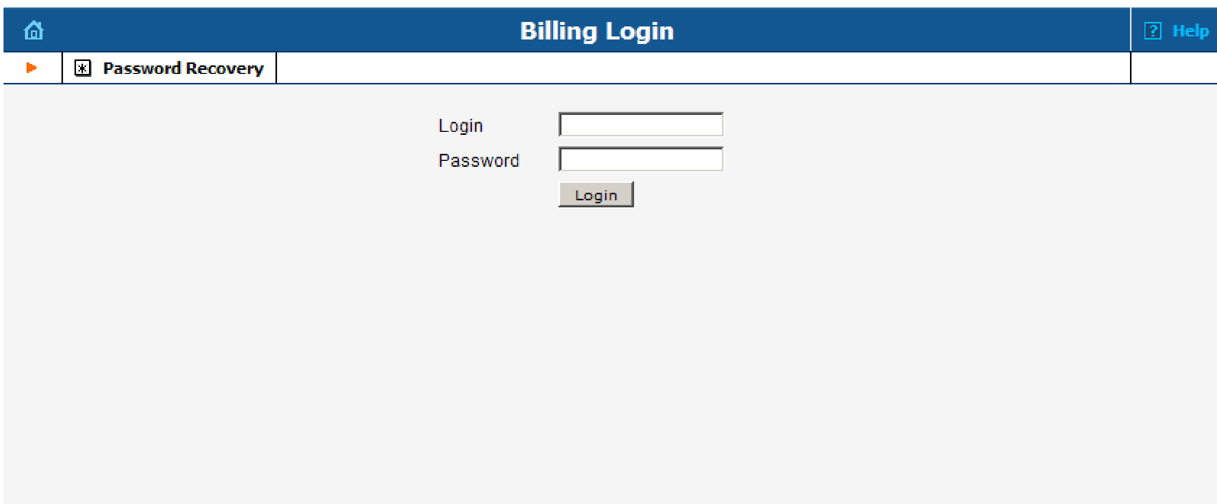

Fig. 1 Logging in

Step 2: Go to the ‘Nodes’ menu.

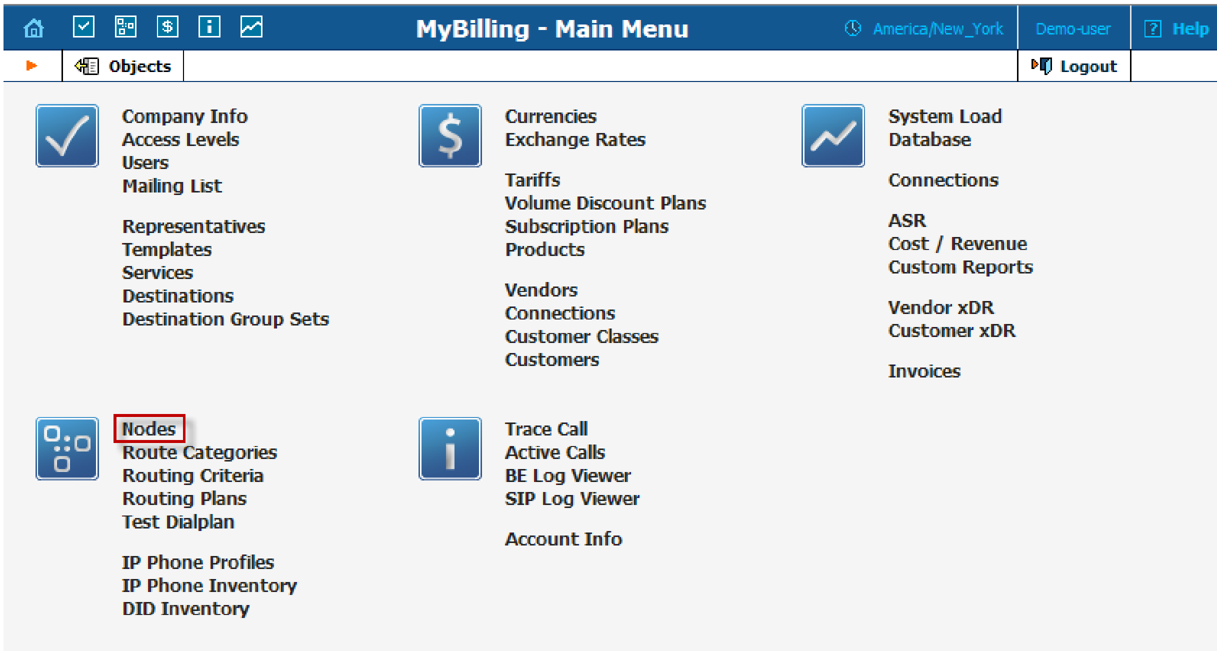

Fig. 2 – Going to ‘Nodes’

Step 3: Add a new node

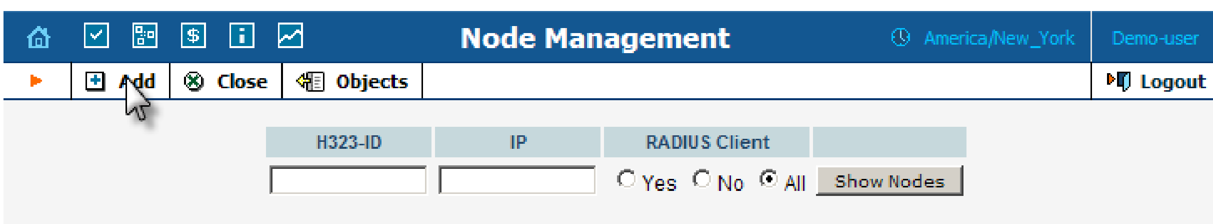

Fig. 3 - Adding a new TeliCon node

Step 4: Set the node IP address to 10.0.5.x (next to ‘1’ in Figure 4), where x is the number of your switch partition. Set the manufacturer to ‘PortaOne’ and Type to ‘Generic’ (next to ‘2’ in Figure 4). Fill in the “RADIUS Key” field with a random value (next to ‘3’ in Figure 4).

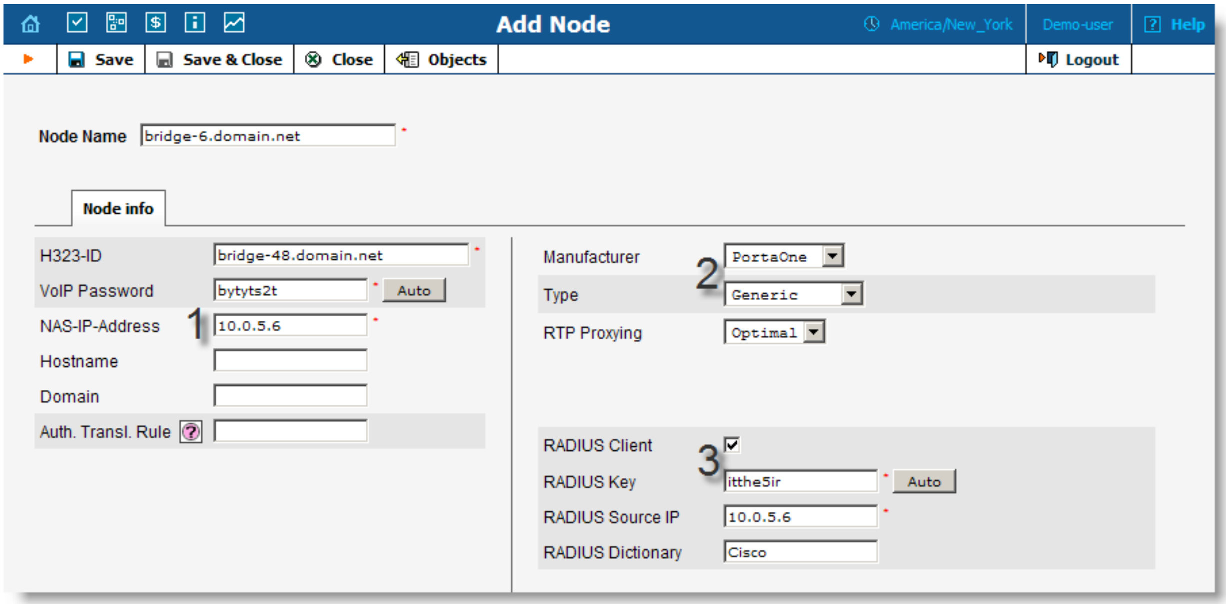

Fig. 4 – Node configuration

Step 5: Go to Destinations and add a new destination called CONF.

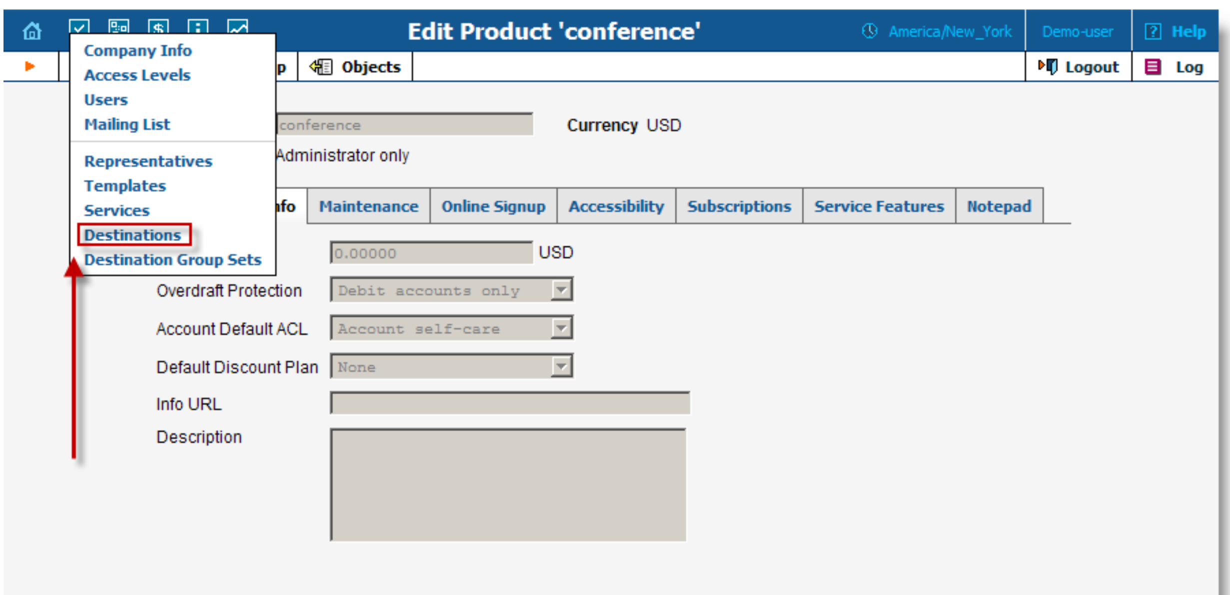

Fig. 5 – Entering the Destinations menu

Click Add (‘1’ in Figure 6), fill in the prefix ‘CONF’, then click the save icon (‘2’ in Figure 6).

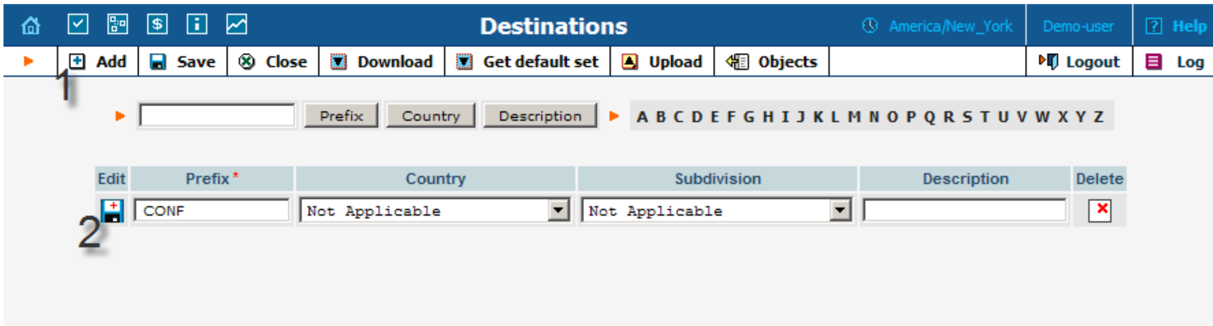

Fig. 6 – Adding CONF

Step 6: Add a new tariff and set its service type to 'Conferencing'.

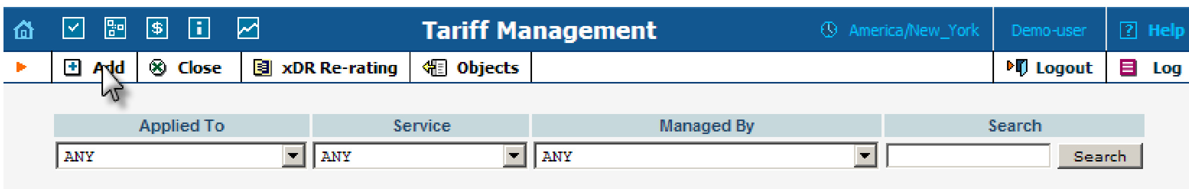

Fig. 7 – Adding a new tariff

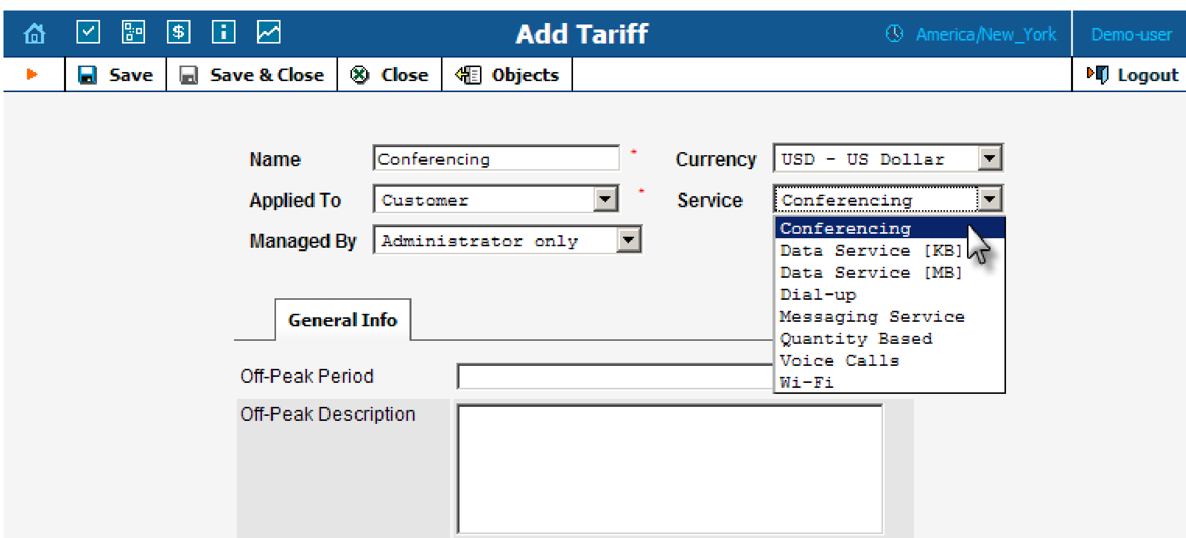

Fig. 8 – Service type selection

Step 7: Add a new product for the conferencing service. If you plan to use an account placed under a sub-customer of Reseller, the product has to be managed by Reseller (Figure 9).

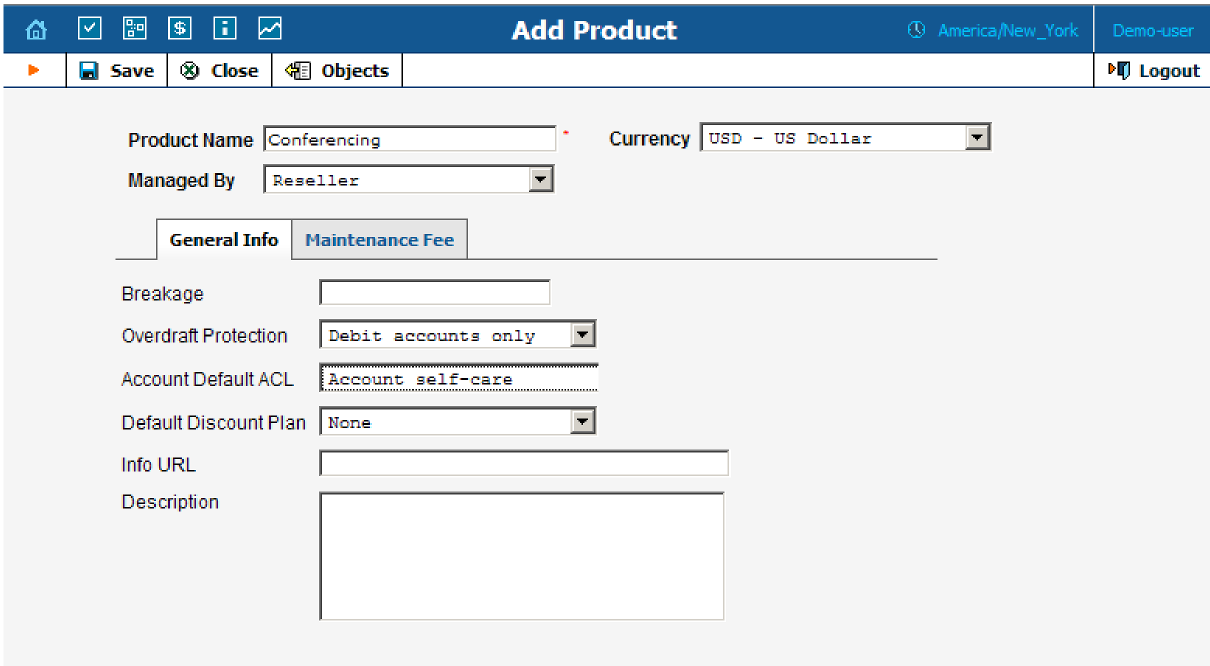

Fig. 9 - Adding a new product

Step 8: In the product's settings add two new accessibility entries using the tariff created above. One entry should be used for the 'Conferencing' type of service, and the second for the 'Voice Calls' type. Both tariffs should contain a rate for the destination CONF.

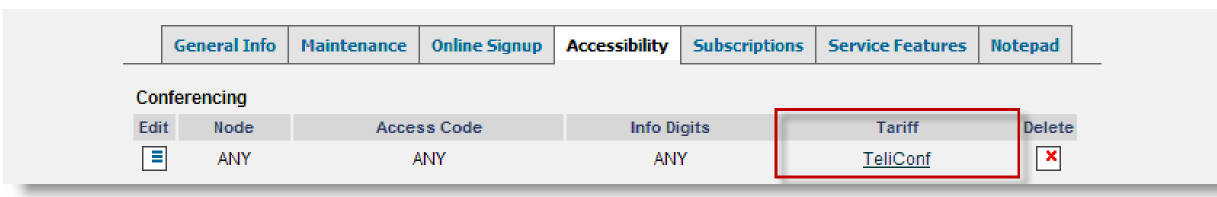

Fig. 10 – New accessibility entry

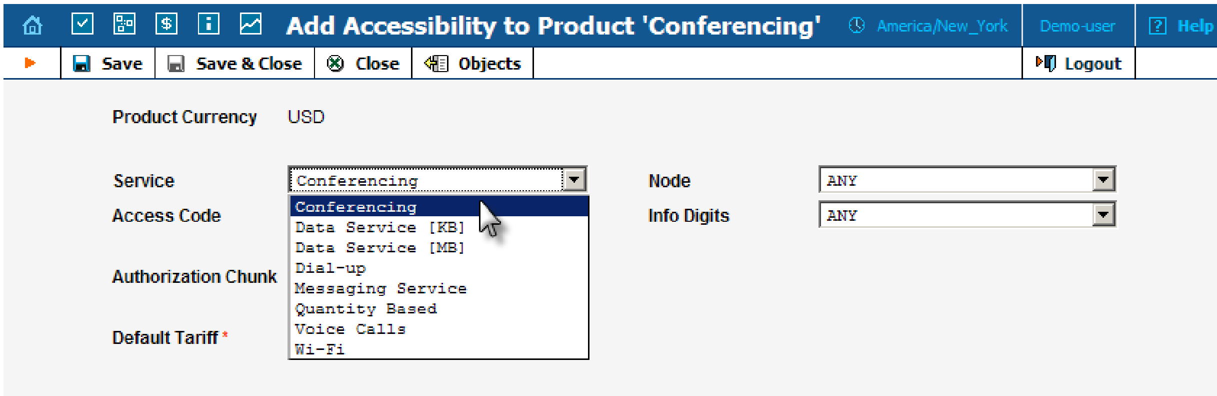

Fig. 11 – Selection of a service type of the 'Accessibility entry'

Step 9: Create a new Vendor tariff.

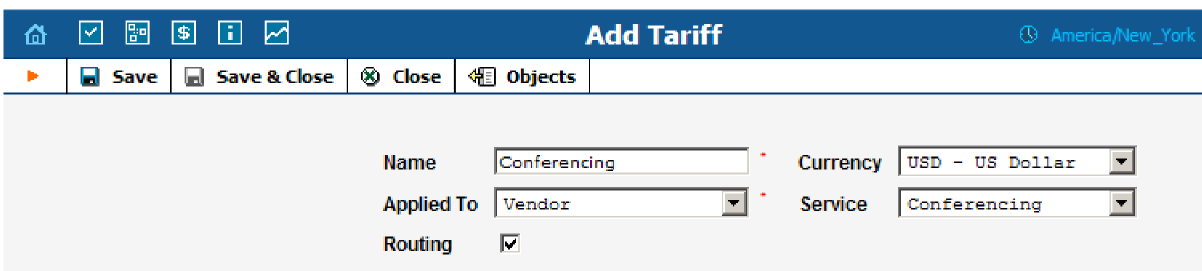

Fig. 5 – Vendor tariff

Step 10: Add a new vendor.

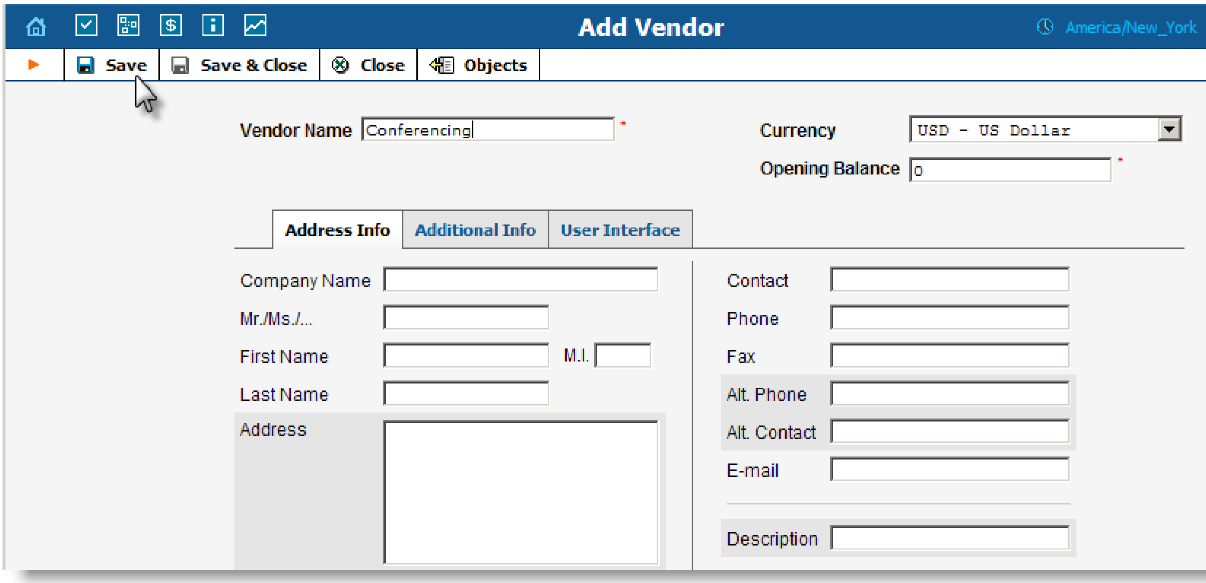

Fig. 6 – Adding a new vendor

Step 11: Add a new connection under the vendor. Use the tariff created above. Service type must be set to 'Conferencing'. The Node must be set to 'bridgeX', where X is a number of your switch partition.

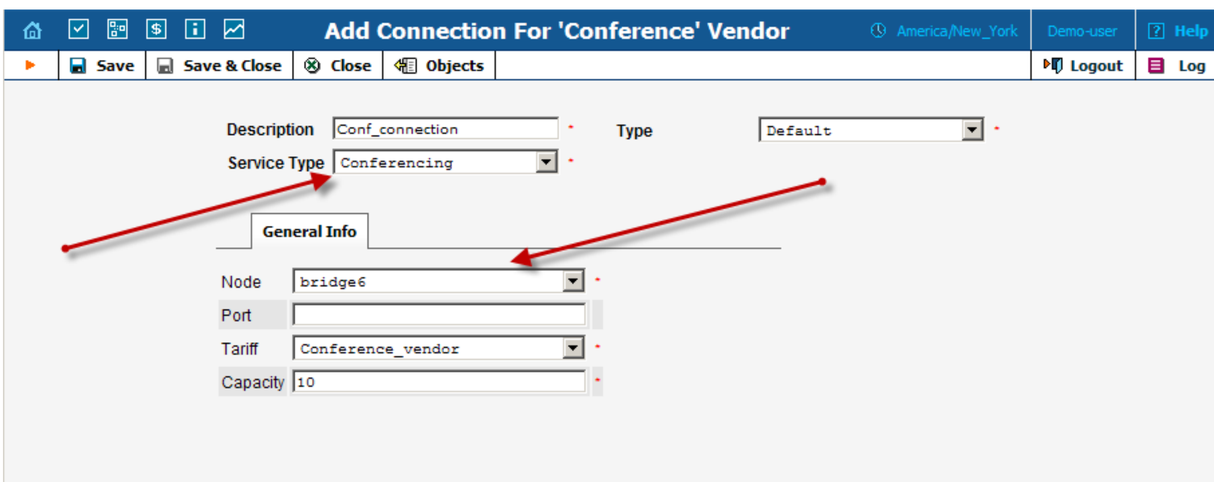

Fig. 7 – Conferencing connection

Step 12: Create a new Retail customer.

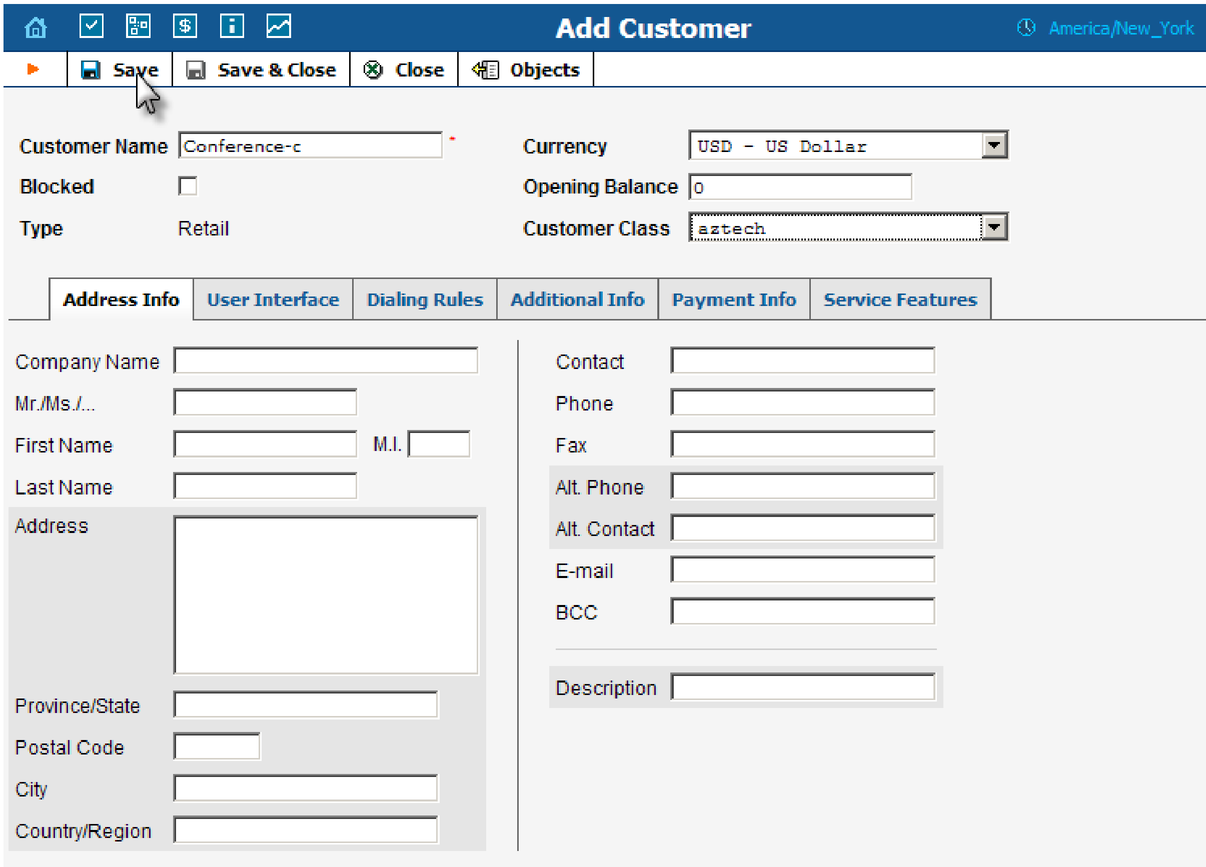

Fig. 15 – Saving settings

Step 13: Create a new credit account (marked as '1' in Figure 16) with the conferencing tariff (marked as '2' in Figure 16) which will own the conference room.

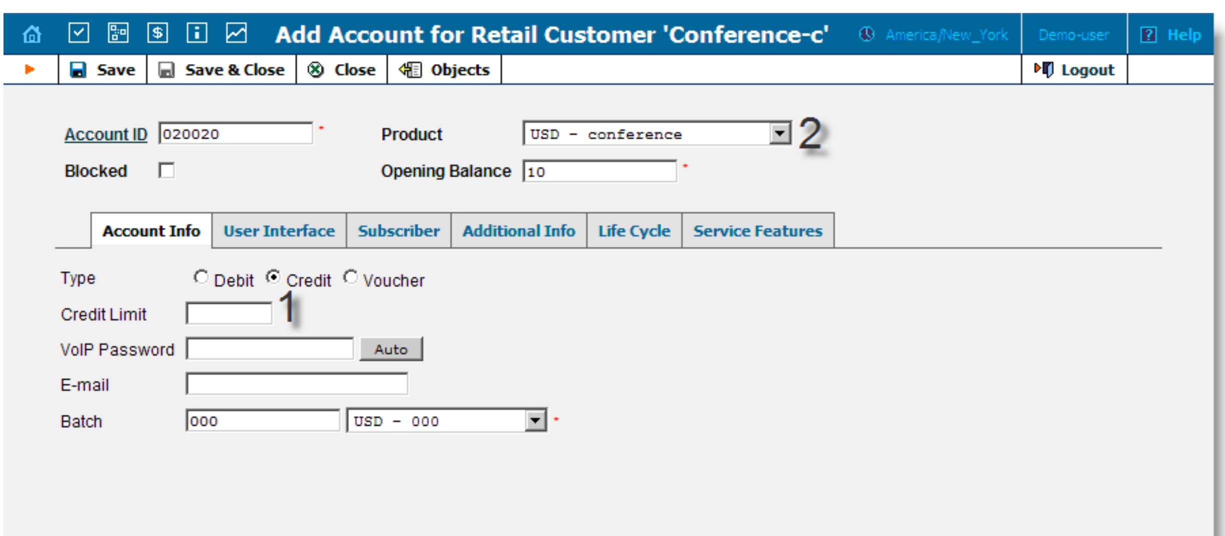

Fig. 16 – Adding a conference account

Step 14: Go to the 'Service Features' TAB under the Account Info. Select the 'Conferencing' Service Type and check the 'Conferencing Enabled' box (Figure 17).

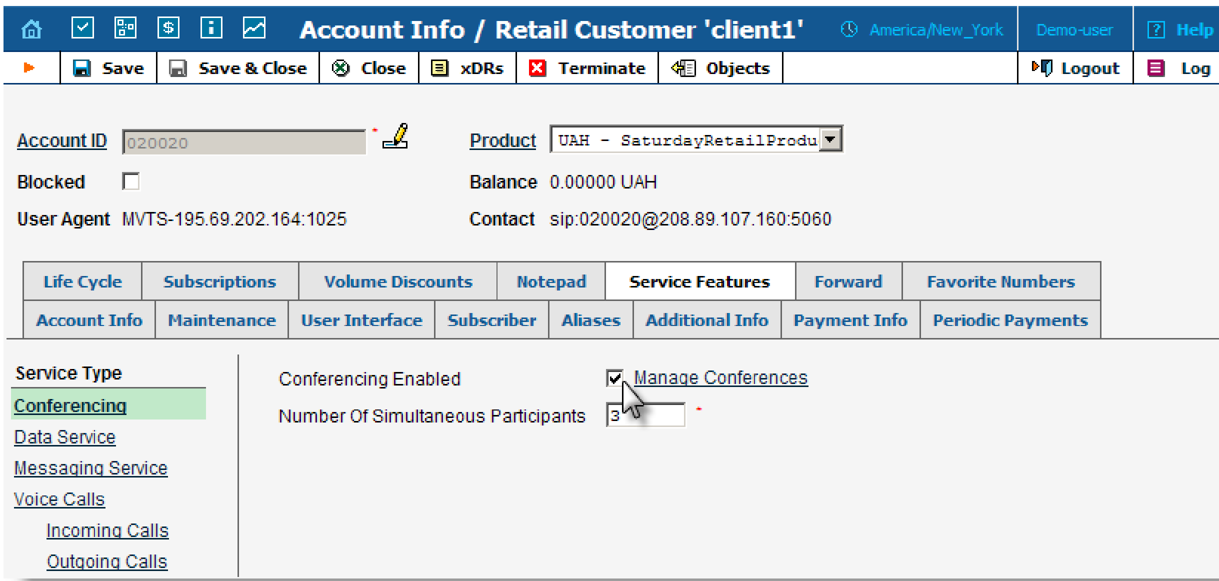

Fig. 8 – 'Manage Conferences' checkbox

Step 15: Go to the 'Forward' TAB under the Account Info and add a SIP URI CONF@208.89.107.94, where "CONF" is a special destination which should be already added to the destination list.

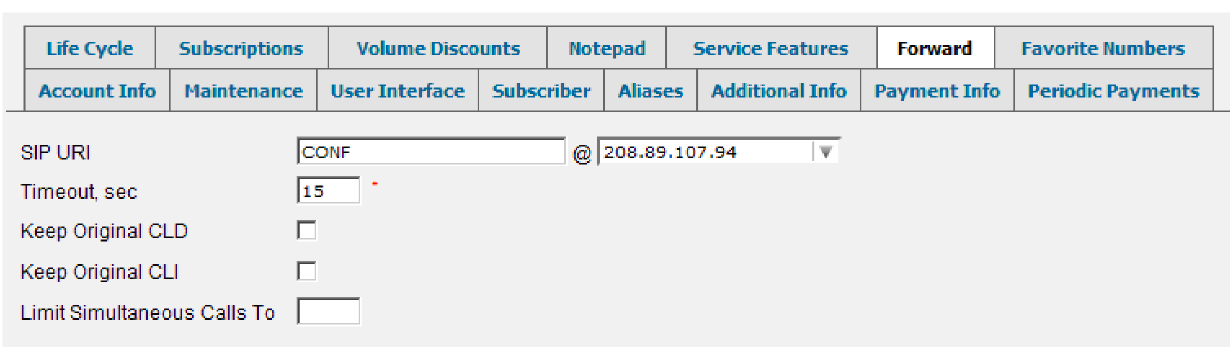

Fig. 9 – SIP URI

Account Self-Care Instructions

The follow list of step-by-step instructions details the configuration that must be done under Account Self-Care.

Step 16: Log in to Account Self-care interface.

Step 17: Click on the 'Conferences' pop-up in the menu at the top of the page.

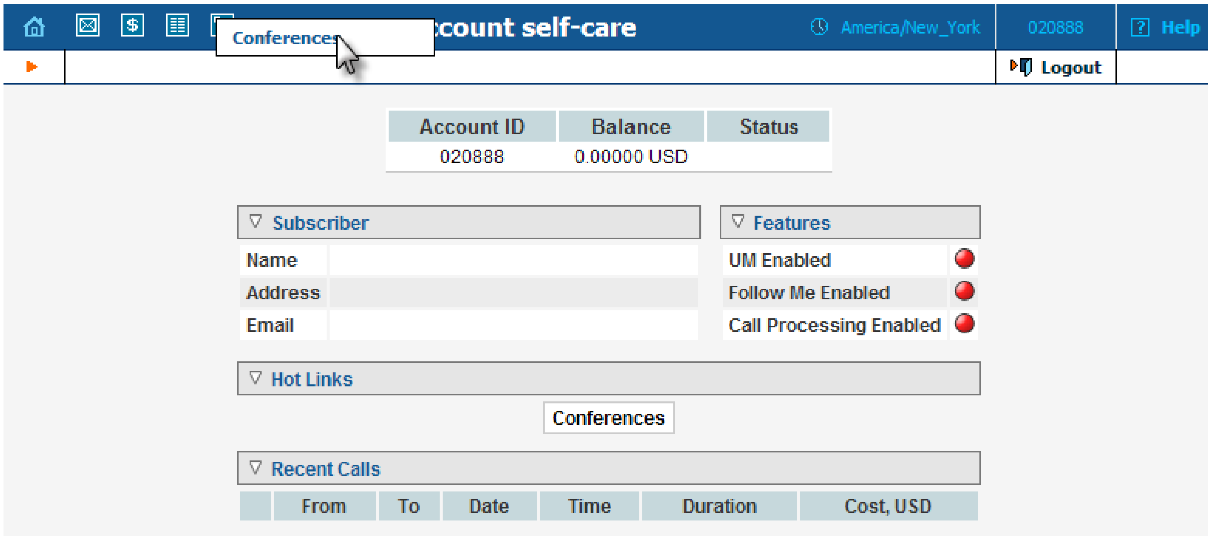

Fig. 10 – Conferences pop-up

Step 18: Click on "Add" to create a new conference.

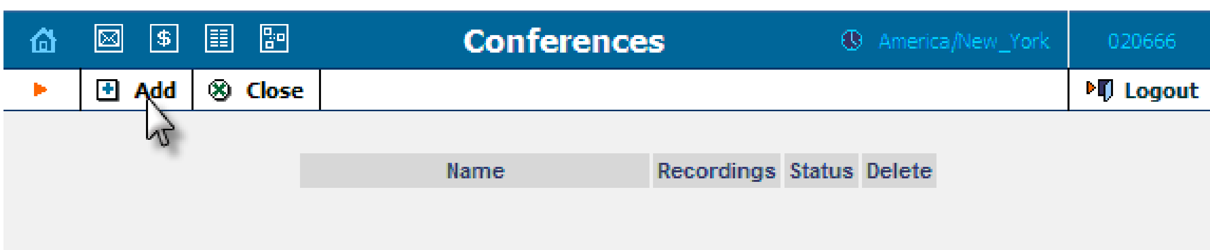

Fig. 11 – Adding a new room

Step 19: Select the conferencing settings under the “General Info” tab, after reviewing the definitions list below.

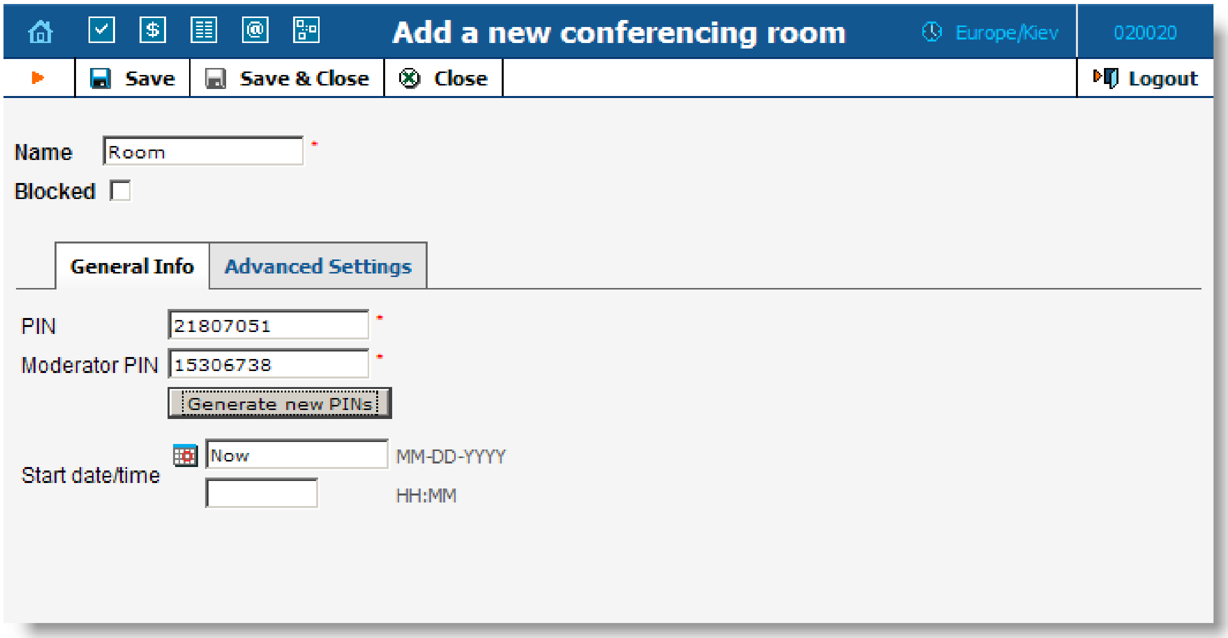

Fig. 12 – Conference room parameters configuration

Definitions of the General Info tab fields:

PIN: The code which should be entered by a participant to enter the room.

Moderator PIN: The code used by the Moderator.

Generate new PIN: This button generates new PINs for participants and the Moderator.

Start date/time: Specifies the time when a room can be first used. By default, a room can be used right after its creation (‘Now’). Otherwise, 'Start date/time' should be configured by clicking the icon ( ) and selecting an appropriate date/time.

Required fields marked by *.

Step 20: Select the conferencing settings under the “Advanced Settings” tab, after reviewing the definitions list below.

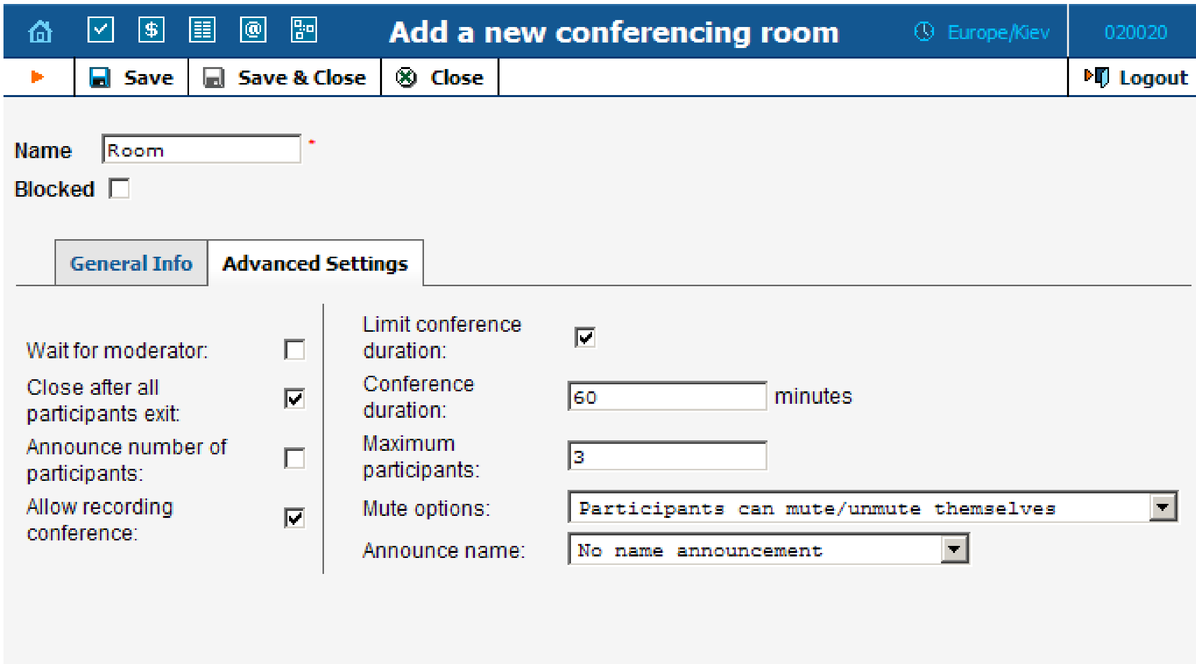

Fig. 13 – 'Advanced Settings' tab

Definitions of the Advanced Settings tab fields:

Wait for Moderator: Participants cannot join the room if the Moderator is not there yet.

Close after all participants exit: When the last participant exits the conference, the room will be blocked automatically. To unblock the conference room, the "Blocked" box should be unchecked.

Announce number of participants: At the time of joining the conference, announces the number of participants in the room.

Allow recording conferencing: If selected, the conversation can be recorded by the Moderator via the touchtone keypad. The record is available for downloading for the next 14 days.

Limit conference duration: Sets a limit for the conference duration. All participants will be notified 5 minutes before the end of the conference.

Maximum participants: New participants will be rejected if the limit is reached. Moderator can enter the room in any time, even if the limit was reached.

Mute options:

Participants can mute/unmute themselves: All participants can mute/unmute themselves via the touchtone keypad.

Non-Moderators muted by default, can unmute: Only a Moderator is unmuted; other participants are muted by default, but can unmute themselves.

Non-Moderators muted by default, cannot unmute: Only the Moderator is allowed to speak during the conference. The rest of participants cannot unmute themselves (i.e. 'Lecturing mode').

Announce name options: Announces the name of a new participant when he enters the room.

No name announcement: A new participants enters the room without any announcement.

Announce name with review: A new participant is prompted to record their name before entering the conference. The name is then replayed to the new participant as they enter the conference room. Participants who are already in the room also hear this announcement.

Announce name without review: A new participant is prompted to record their name before entering the conference. When the new participant enters the room, only participants who are already in the room hear this announcement.

Step 21: Select the conferencing settings under the "Advanced Settings" tab, after reviewing the definitions list below. The 'Music on Hold' (Figure 23) appears only when you opening settings of already created rooms. The behavior of the music track playing within your conference can be configured here.

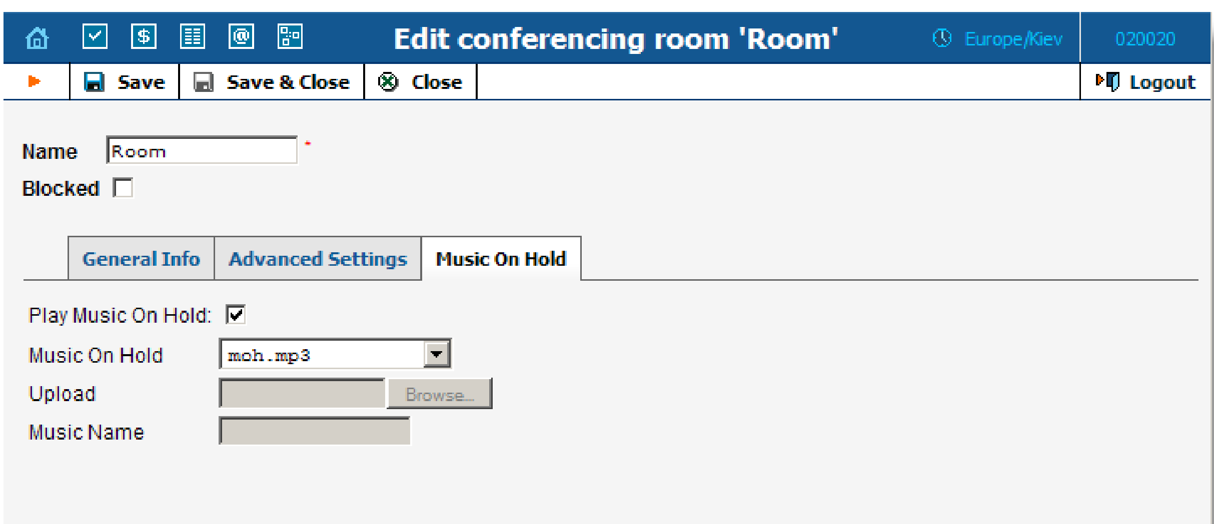

Fig. 14 – 'Music On Hold' tab

Definitions of the 'Music On Hold' tab fields:

Play Music On Hold: Enables all 'Music On Hold' functionality for the room.

Music On Hold: Allows selecting a pre-defined MOH file from the drop-down list.

Upload: Allows uploading of a new MOH file to use for 'Music On Hold'.

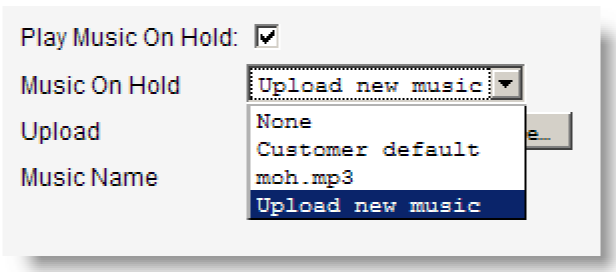

Fig. 15 – Activating uploading

To upload a new file, click the 'Music On Hold' list and select 'Upload new music'.

Then click on 'Browse' and select a file you like:

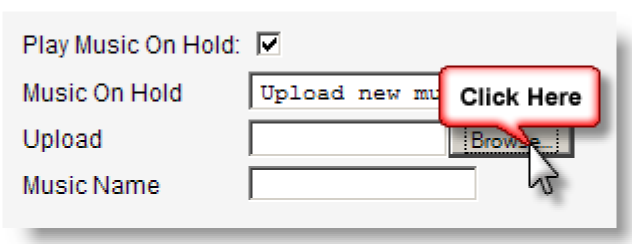

Fig. 16 – Selecting a file

Save settings and select the file from the list[1].

Music Name: Defining a custom name for the file to be uploaded.

Accessing the conference

[1] Due to synchronization of servers the procedure can take up to 10 minutes from uploading to appearing on the interface.

Once all configuration tasks described above are completed, you can call the access number, and start using the service.

Figure 26 depicts a call flow for a typical conferencing scenario. In this scenario we call the access number from PSTN. However, the call can be made using a SIP adapter as well.

Although the account in this configuration can be used as an access number for the conference, it is possible to use separate accounts for access numbers.

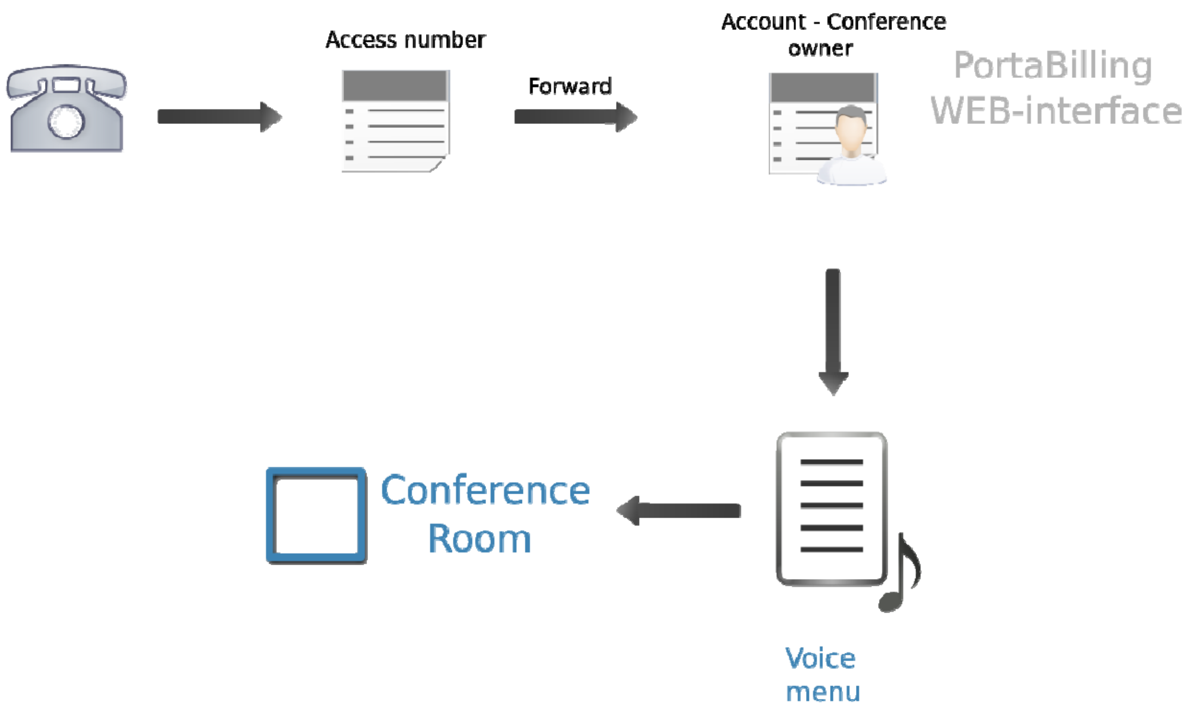

Fig. 17 – Call flow

To start using the conference room configured above, you need to follow these simple steps:

- Dial an access number.
- After voice prompt, enter the PIN, and the system will recognize which room you want to enter.
- If the PIN was correct and you have been authorized to reach the room, you will hear MOH and then will be connected to the conference.

TeliCon features

Conference Call Recording

TeliCon allows recording any or all conference calls. This feature is available to the Moderators only. Conference call recording can be started by pressing "**" on the Moderator touch-tone keypad during the conference call. The recording will stop automatically when the conference call is finished.

To download a record, open Account self-care and click the 'Conferences' tab on the bottom of the page.

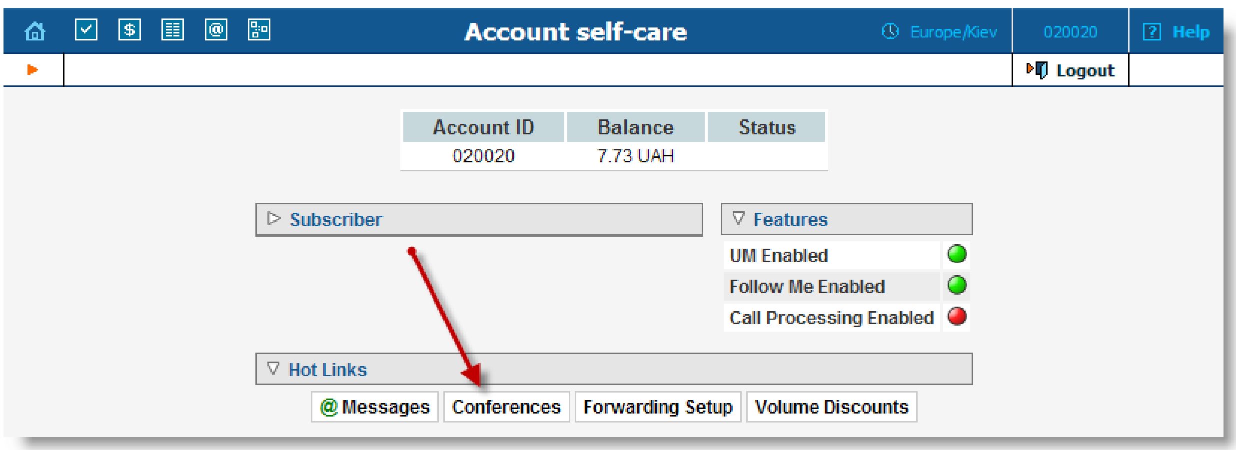

Fig. 18 – Accessing the conference list

Click the Recordings icon next to the room that you need to start downloading.

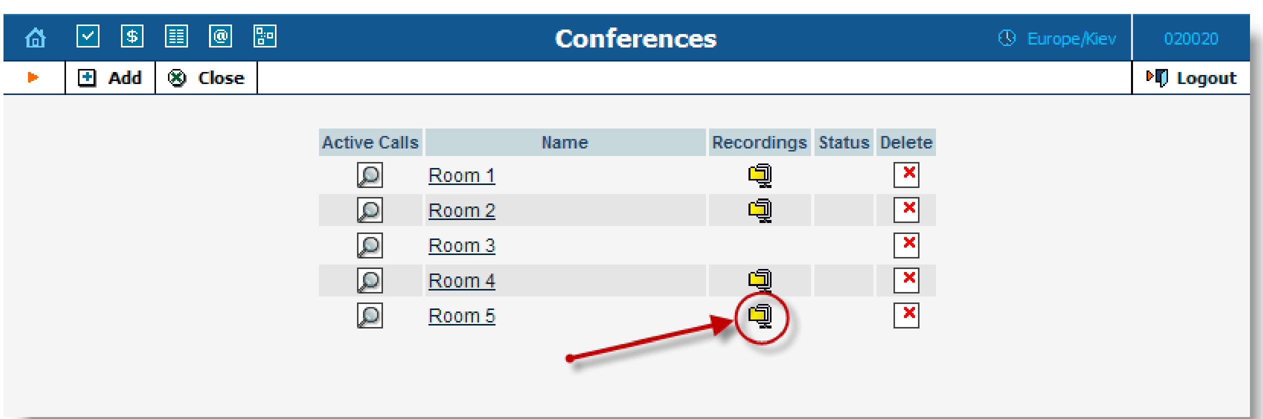

Fig. 19 – Link to download

Digital recording is available for download in MP3 format for 14 days following the conference.

Key codes

The following commands are available to control conference calls from the touch-tone keypad:

'*1': Self-Mute
To mute your line, so that others in the conference cannot hear you, enter '*1'. To unmute your line, enter '*1' again.

'*2': Lock/Unlock conference
This feature allows the Moderator to lock the conference so that no additional participants can join the conference. To lock the conference, the Moderator should enter '*2'. To unlock the conference, the Moderator should enter '*2' again.

This code also can be used by participants to request unmuting. After a participant presses '*2', the Moderator can see this request on the web-interface.

'*3': Disconnect last participant that joined the conference.

'*4': Increase the listening volume of the headset.

'*5': Extend the conference by 15 minutes.

'*6': Decrease the listening volume of the headset.

'*7': Decrease the talking volume from the headset.

'*8': Access the Exit menu.

'*9': Increase the talking volume from the headset.

'':** This feature allows Moderator to start recording the conference. Recording will stop automatically when the conference call is ended.

Active Calls

The ‘Active Calls’ screen contains information about the conference participants and provides the functionality to manage them.

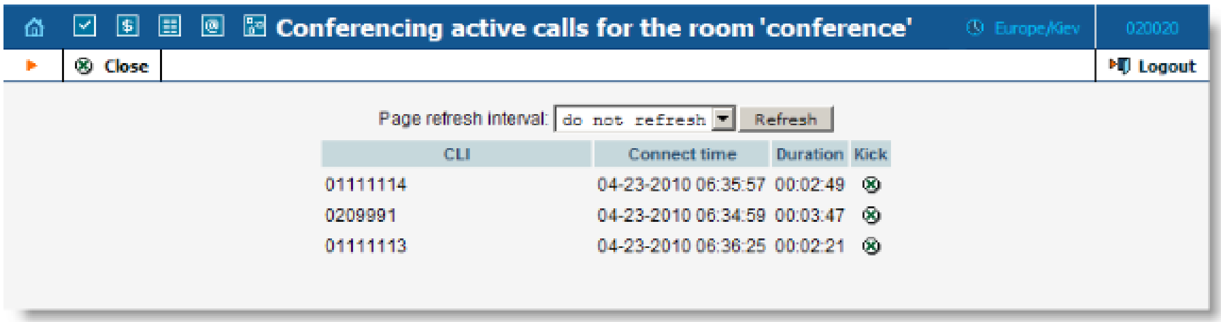

Fig. 20 – List of active calls

The Moderator can drop any participant by clicking on the ‘Kick’ icon ( ) on the ‘Active Calls’ screen.

To mute or unmute a particular participant, please click its ‘Status’ (Figure 21).

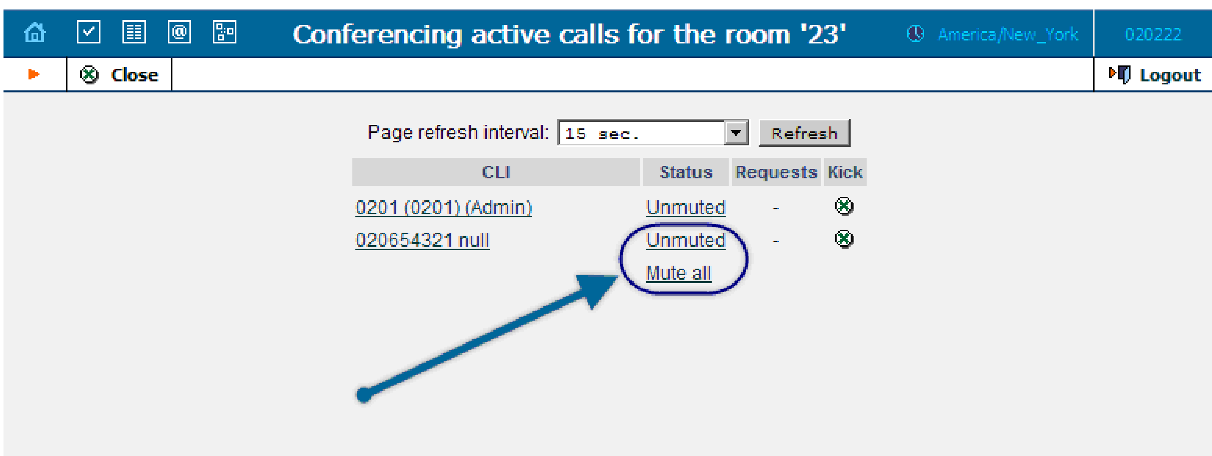

Fig. 21 – Muting and unmuting participants

To change default participant ID to some alias, click the ID (Figure 22).

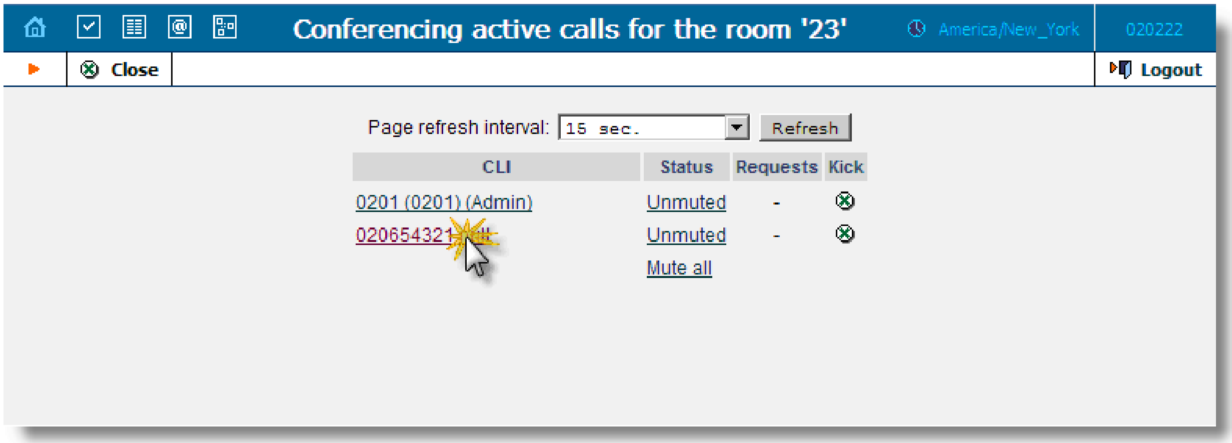

Fig. 22 – Participant ID

Then define the name to be assigned to this participant (Figure 23).

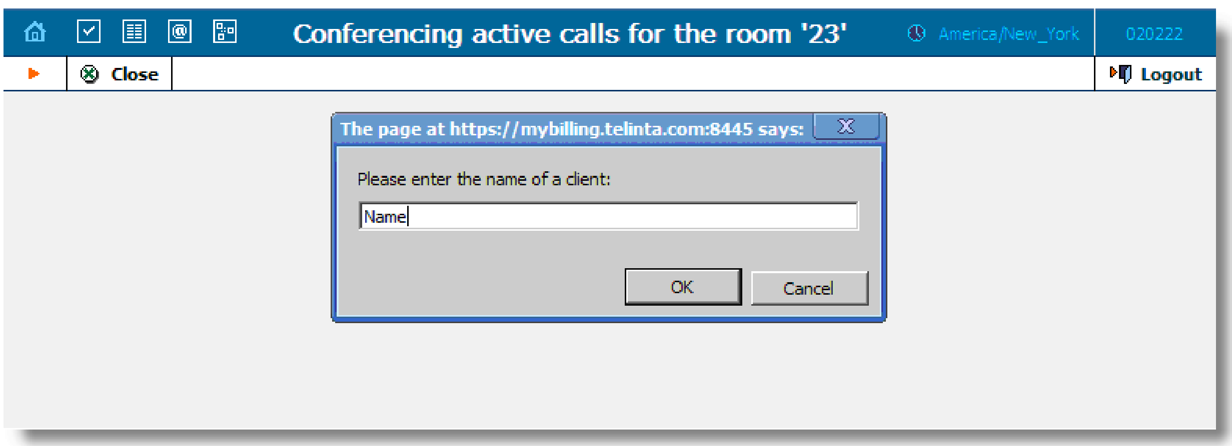

Fig. 23 – Setting an alias

When a muted participant presses ‘*2’, the Moderator will see this request in the corresponding ‘Requests’ field (Figures 24, 25) and can act accordingly.

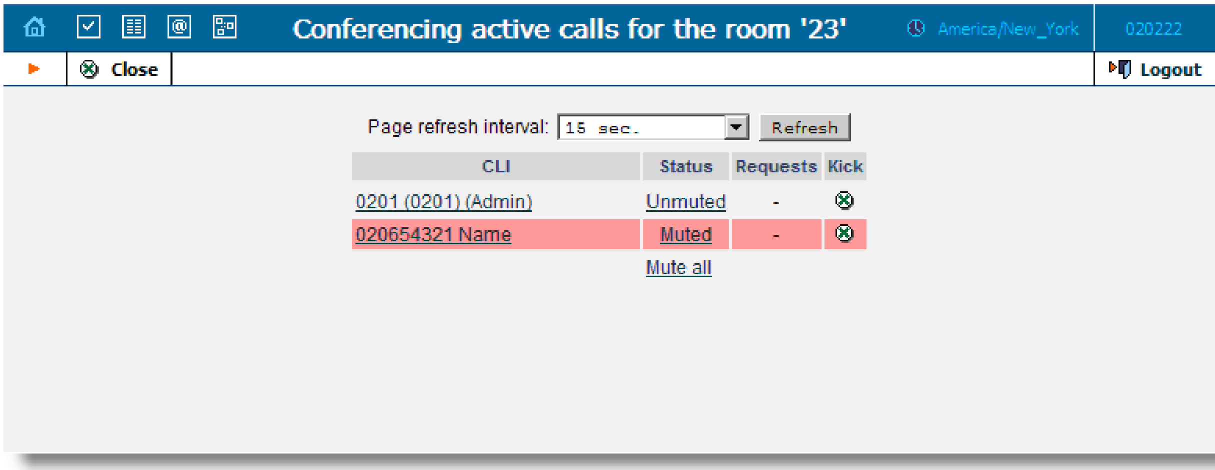

Fig. 24 – Muted participant

Fig. 25 – Request for unmuting from a muted participant