Basic Instructions for the User Conference Control Screen

1 Operation of the User Conference Control

This document describes the features and operation of the User Conference Control Screen. The conference control can be used by anyone who has a User account on the system. The level of features available depends upon the administration level and privileges of the User.

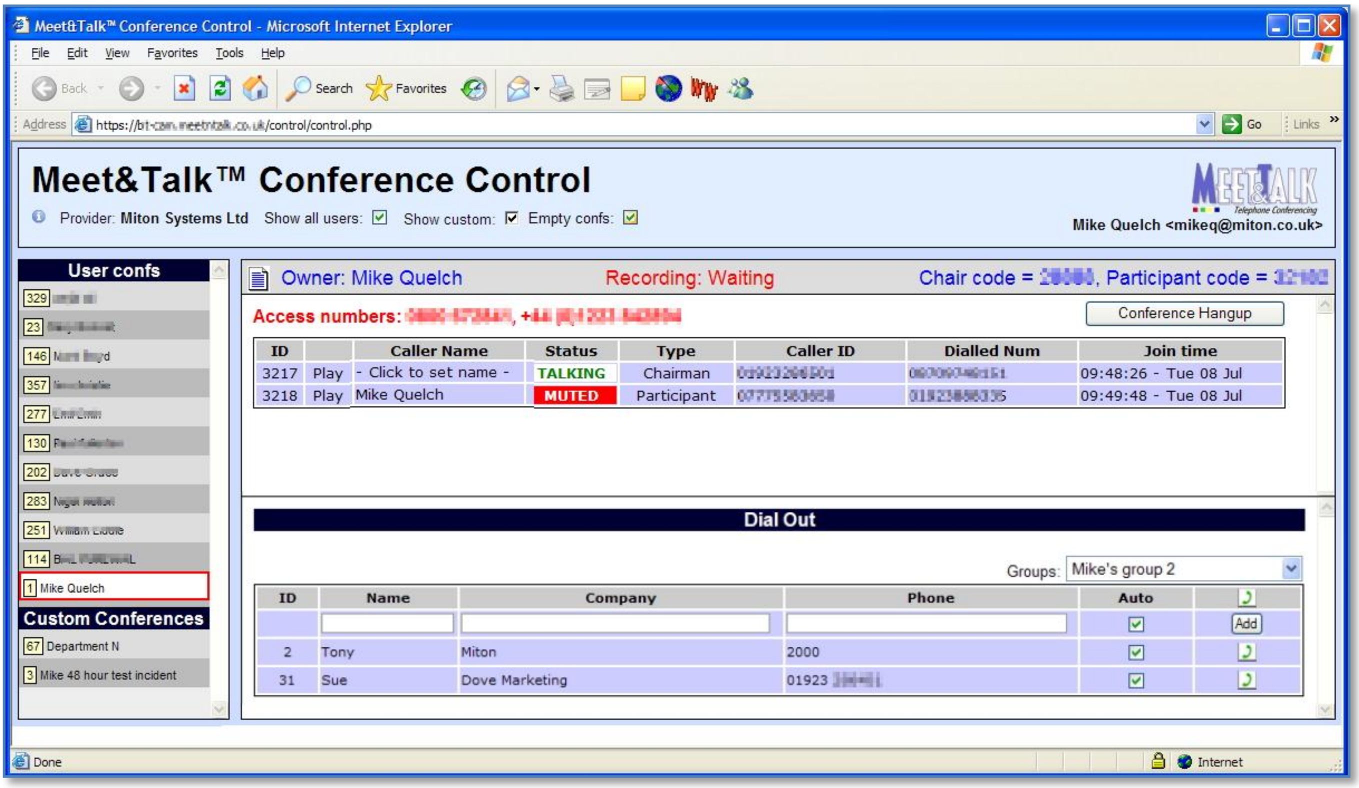
The User Conference Control screen is designed to enable a Chairperson/Moderator, who is logged onto the system, to control the participants within their personal conference, or custom conference (if enabled to view custom conferences)

The main features of the Control enable a User to:

1. View who is in a selected conference
2. Dial out to participants and introduce them into the conference. (If dial-out is enabled)
3. Mute/Un-Mute participants
4. Eject participants
5. Hang-up the complete conference

The User Control Screen must be opened from the system main menu after the user has logged in. It is *not* possible to save a Favourite or a desktop shortcut pointing directly to the control screen, since it relies on the session data set up by logging into the main menu. Multiple User Conference Control Screens can be opened simultaneously. The User Control Screen is 'Firewall friendly" which means it can be operated through firewalls that enable normal Web browsing. It is compatible with IE7, IE8 and Firefox 3. It is less compatible with IE6.

When a User enters the control screen with a conference of two participants, the display will be similar to the following:



The following items on the screen should be noticed:

1. The **Heading Bar**, containing the following items, from left to right:
    - Help icon. Click to display a pop-up window with some help information.

- Provider name: This will be the company operating the conference service. In the case above this is Miton Systems Ltd.
- Option to show all Users – this is only available to a User with Administrator privileges.
- Option to show custom conferences or not - this is only available to an authorised User.
- Option to show empty conferences – this is only available to a User with Administrator privileges.
- Name and email of the logged-in user.

2. The **Conference Selection Bar** on the left-hand side. A conference may be clicked on to select it. When selected, the conference is shown with a red border and white background. Note that this list does *not* update in real time as new conferences are booked. A refresh can be forced by changing one of the checkboxes in the heading area. The following sections may be shown in this selection bar:

- User conferences. Each user registered on the system is given a pair of conference codes for their own use; A Chairperson, or Moderator Code which they use to personally connect to the conference, and a Participant Code which they give out to invited participants. The logged in user can select their personal conference from this list. A user with sufficient admin privileges may also display other users' conferences. In this case, there is an additional checkbox in the heading area to display or hide other users' conferences in this list.
- Custom conferences. This shows conferences that have been custom defined. This section is only viewable by Users who have been approved to view Custom Conferences. These are shown or hidden by the "Show custom" checkbox. If the "Show empty" checkbox is not ticked, then custom conferences with no participants present (at the time the screen was displayed) are hidden.

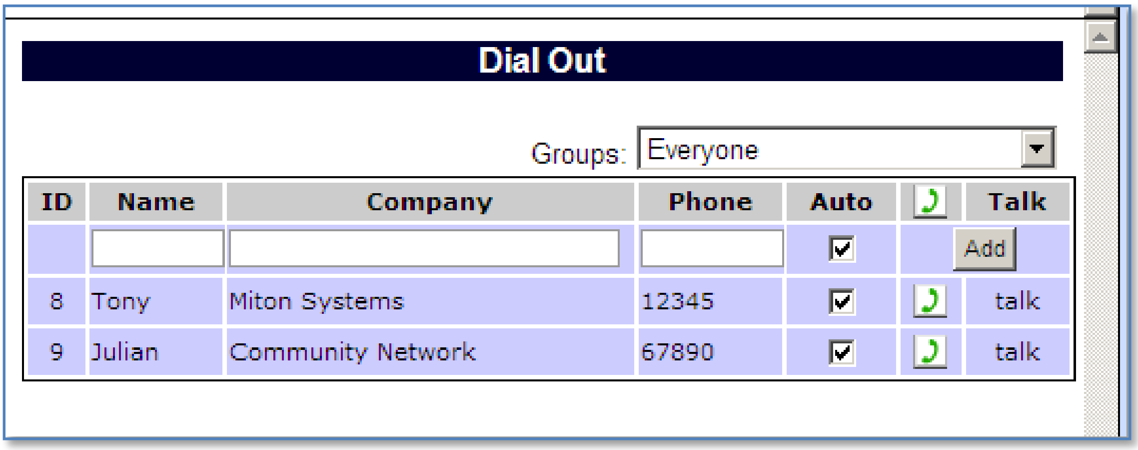
3. The **Main Conference Area** in the centre right of the screen. This shows the conference specific detail of the selected conference, and the calls that are presently participating:

Note the following features:

- The conference Owner at the top left.
- Next to the conference title is a link which when clicked lists all the current participants in the conference. This can be used to create an internal report for conference reporting at specific times within the conference. The data in this report can be cut and pasted into a local Windows document/report.

- An indication of recording in the centre. This will show “**Active**” when recording is actually taking place; “**Waiting**” when recording has paused due to the conference having been silent for 5 seconds; “**Paused**” when recording has been explicitly paused by a chairperson via their phone (***5**).
- The chairperson and participant codes for the conference being displayed.
- The telephone numbers used to access the conference bridge (the 4-digit numbers in the illustration are internal numbers used in the test environment).
- A button to hang up the entire conference is provided
- A table of current calls with one line for each call, and the following columns:
  - ID. The internal call ID. **Click on this ID to hang-up the call.** A popup box will ask for confirmation.
  - Play. C**lick on this to play the name recorded by the caller on entry.** This causes the audio to be played over the PC speakers.
  - Caller Name. For callers who joined with a code, the system does not know their identity. **Click on this column to activate an edit box where the caller’s name may be typed in.** To aid this, the caller’s recorded name will be played.
  - Status. This will show “**Talking**” when that caller is speaking. It will show “**Muted**” if the caller has been muted. **Click on this column to mute or un-mute the caller.**
  - Type. This will show whether the participant entered the Chairperson or Participant code.
  - Caller ID. This will show the number an incoming caller is calling from, if available.
  - Dialled number. This will show the number an incoming caller dialled to reach the conference bridge.
  - Join time. This will show the time and date that the caller joined the conference.

4. The **Dial Out Area**. This area allows outgoing calls to be made to participants stored in a list associated with a particular conference. E.g. custom or Personal.



Each User and each Custom Conference can have its own dial-out Participants list. This allows a user to use it like an address book.

All entries appear in the “Everyone” group. A User or Custom conference my also classify entries into additional groups. A group cannot be created via the control screen, but instead must be set up via the main user menus.

Individual entries may be created by filling in the Name, Company and Phone number and clicking the “Add” button. If the displayed group is “Everyone”, the new entry is only in the “Everyone” group. If another group is being displayed at the time, the new entry is added both to the displayed group and to “Everyone”.

Calls can be made “blind” one at a time or several at once, or “attended” one at a time. A “blind” or unattended call is one where the User does not talk to the called party. Instead, the answering recipient receives an automated notification and is then automatically placed into the conference. Obviously, this only works when the dialled number can reach the recipient automatically, without needing interaction with a menu or entry of an extension number.

To call an individual party "blind", just click on the green telephone icon for that entry.

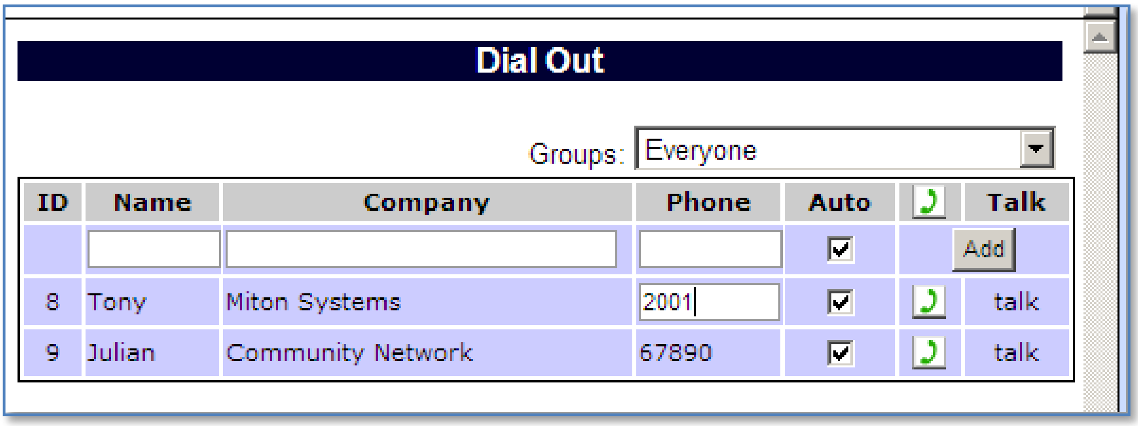
To call a number of users at once, ensure only the desired users have ticks in the Auto column, and then click the green telephone icon in the heading line.

If an attended outgoing call fails, a pop-up will be displayed.

Parties who are active in a call (outgoing only) will be displayed with a green background colour instead of blue:

Parties may be deleted by clicking on their ID. A confirmation box will pop up.

The Name, Company or Phone number of a party may be modified by clicking on it, which will display a box into which the new value may be entered. Press Enter to submit the new value, or Escape to abort the change:



2 Technical Notes

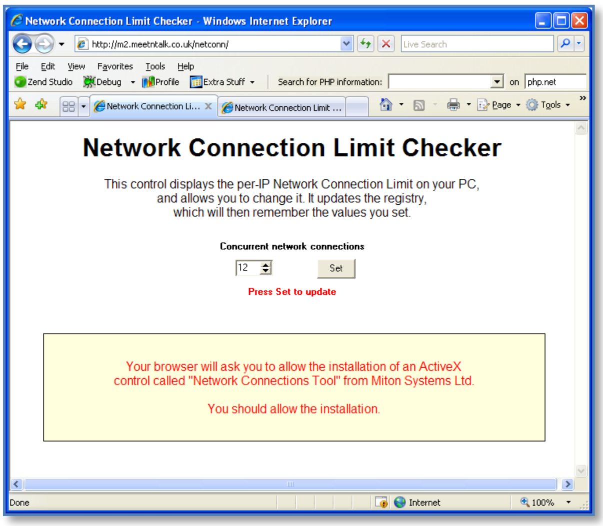
The Conference Control Screen is pretty robust, but it can have issues if the connectivity between it and the bridge is limited – especially if used from a home-office location. There are two basic limitations that can cause issues:

1. Network Connection Limit
2. Network Bandwidth

These are addressed in the following sections.

2.1 Network Connection Checker

There is a potential issue within Microsoft Windows that could limit the operation of the control screen. This relates to the total number of simultaneous connections to a single Web address. This issue can be corrected by using the 'Network Connection Limit Checker' screen which is available to the Administration via a menu link. You should set this value to at least 4, and the recommended value is 10 or more.



The first time you visit this link, you will be prompted to accept the download of an ActiveX control, signed by Miton Systems Ltd. You need to allow the download, which will install the control on your computer. Subsequent visits to this link will use the control that has already been downloaded.

2.2 Network Bandwidth

The Conference Control screen does not require a high level of bandwidth between it and the Conference Bridge, but this bandwidth needs to be consistent and sufficient.

The control screen constantly has a pending request (a "poll") to the bridge for updates. Each time one or more updates become available (such as a change in the calls list, talking status, etc.), they are sent to the screen as the response to this request. The screen then updates the display and issues a new poll request. In this way, updates should appear on the screen almost as soon as they happen. However, if the network connection is unreliable and a packet gets lost, it can cause a pause of up to several seconds while the lost data gets re-transmitted by the operating system.

Clicking on a button or other active area of the screen causes a separate request to be sent to the bridge in parallel with any poll request, and so should be actioned almost immediately. Again, any unreliability in the network could cause a delay if such a request needs to be retransmitted by the operating system.

If the network connection fails completely, then an error box will be displayed, although this may take some time to happen, depending on how quickly the operating system detects the loss of connection.

You can use the following link if you broadband is ADSL, not CableTV, and provided the broadband is wholesaled to the ISP by BT rather than being unbundled under LLU to another wholesaler.

http://www.speedtester.bt.com/

If you don't know what LLU is, see http://en.wikipedia.org/wiki/Local-loop_unbundling particularly the United Kingdon section.