



Audio Conferencing Systems

Video Made Easy

IGC

Audio Conferencing Bridge
Version 6.7

Administrator's Guide

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Safety Information

Before you begin:

You will need the following tools and equipment:

- Phillips screwdriver
- Anti-static wrist strap

See the supplied Intel Product Guide for product Safety and EMC regulatory information.

If you are not familiar with ESD (Electro-Static Discharge) Procedures to be used during system assembly, complete ESD Procedures are described in the Intel Product Guide.

About this Administrator's Guide

This Administrator's Guide explains how to set up and manage Emblaze VCON's Interactive Group Communications (IGC) system so that your organization optimizes its rich conferencing environment. The following chapter summary briefly describes this guide's contents:

- Chapter 1** **Welcome to IGC 2000**
Introduction to the IGC and brief descriptions about administrator setup and group configuration functions.
- Chapter 2** **Installation**
Required information and procedures for installing the IGC Server.
- Chapter 3** **Business Application**
Application suitable for conferences of less than 15 persons. This chapter includes procedures for setting up and managing accounts, and other administrative tasks.
- Chapter 4** **Broadcast Application**
Application suitable for large conferences or sessions which require a moderator. This chapter includes instructions for defining groups and scheduling calls.
- Chapter 5** **Service Provider Account**
Tasks for working in a combined Business-Broadcast configuration.
- Chapter 6** **Common Operations and Shortcuts**
Descriptions and procedures for other common IGC Administrator operations.
- Chapter 7** **Troubleshooting**
Descriptions of various issues which may arise while setting up or operating IGC.
- Appendix A** **Backing up/Restoring IGC System Data**
Procedures for backing up and recovering IGC databases, such as accounts and groups.
- Appendix B** **Backing up/Restoring Customer Database**
Procedures for backing up and recovering your user and account configurations.
- Appendix C** **IGC Rescue CDs**
Procedure for reinstalling IGC with its default configuration.

- Appendix D** **Mitel PBX Interface with IGC 2000 Server**
 Instructions and information required for Mitel Networks PBXs to correctly interface to the IGC 2000.
- Appendix E** **Configuring Mitel Networks 3300ICP for Use with IGC**
 Instructions for configuring Mitel Networks 3300IPC to work with IGC 2000.

Emblaze VCON Technical Support

This Administrator's Guide was designed to help you set up and work with your IGC system easily so that your organization can enjoy its many features.

If a situation occurs that is not covered by the supplied documentation, contact your local Emblaze VCON distributor, and request assistance from their Emblaze VCON-trained technical support department. Please describe the problem, device, and PC operating system (if applicable), and any other relevant details.

Also, you may access the Technical Support section of the Emblaze VCON website (<http://www.emblaze-vcon.com/support/index.shtml>) in order to check its knowledge base or initiate other customer support processes:

Page	Type of support
Support Notes	Troubleshoot or receive technical information about specific Emblaze VCON products.
Downloads	Download a new software release or a free product evaluation.
Demo Numbers	Test your videoconferencing system.
License Key Requests	Request a permanent license key for your organization's MXM(s).

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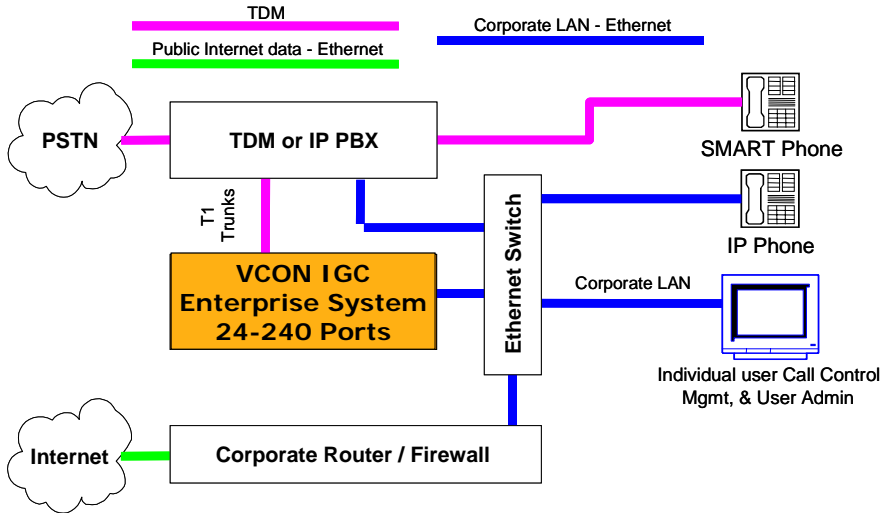
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1 WELCOME TO IGC 2000

Interactive Group Communications 2000 (IGC Administrator's 2000) is an advanced audio-conferencing system with features that extend the functionality of a standard conferencing bridge to include: automated meetings, same-room dynamics, find-me dialing, concurrent private calls and multiple consultation modes that let you bring in experts when you and how you need them.



IGC Architecture

IGC enables and manages two different audio conferencing applications that serve two different purposes, Business and Broadcast. Each application functions differently and needs to be installed separately.

Although you have the power of both applications, it is recommended that you first install the one that is most important for your organization. Once you are familiar IGC operation and is in use, install the other type as a separate IGC account.

IGC also comes with a Service Provider account, which enables you to create an additional IGC account with all features of the Business and Broadcast applications.

1 Welcome to IGC 2000

1.1 Setup

The setup process is divided into two parts, installation of IGC and configuration of the application(s). This guide teaches system administrator's how to install IGC and configure each of the IGC applications.

- [Installation](#)
- [Configuration of the Business Application](#)
- [Configuration of the Broadcast Application](#)
- [Configuration of the Service Provider Account](#)

Installation

Installation refers to the connection of equipment and IGC software to your network and telephone system.

- See [“Installation” on page 5.](#)

Configuration of the Business Application

The Business application is ideal for small business meetings of up to 15 participants, depending on the corporate culture. All participants in the audio-conference take part in the conversation. Participants using the Call Manager can invite consultants and control their participation.

- See [“Business Application” on page 45.](#)

Account Enrollment and Management

In order to get started you must enroll accounts. This can be performed automatically or manually. Automatic enrollment is for initial installation and major changes. Manual enrollment allows you to account for ongoing changes to personnel.

Account enrollment adds unnamed User accounts into the IGC database. After these spots in the database are set up, you can configure them with names and other details. These Users can then create their own Personal-Users and Teams and Schedule conference calls. You can create separate allocations for different groups of IGC Users that do not interact with members of the other groups.

Account generation is a part of the enrollment process that can be performed separately when you need to add non-entity users.

- See [“Enrolling Accounts Automatically” on page 47.](#)

Administrative Tools

Once the IGC Business application is up and running, you can add administrative features that help you manage the system and get the most value out of it.

- See [“Administrative Tools” on page 50.](#)

Configuration of the Broadcast Application

The Broadcast application is ideal for large conferences which need to be moderated. Broadcast conferences consist of a Moderator, a panel of speakers, and listeners who can only speak when authorized to do so by the moderator.

- See [“Broadcast Application” on page 71.](#)

Enrolling Groups

Before Broadcast conferences can take place, you must define one or more **Groups**, which you can then schedule to hold conferences. Each group can only have one moderator, but you can enroll more than one group.

The enrollment process creates the database necessary to hold a Broadcast conference call. The database defines who will moderate, who the speakers will be and who can participate as a listener.

- See [“Enrollment” on page 72.](#)

Scheduling Calls

All Broadcast conferences are scheduled by the administrator. You can delegate this function by adding lower level administrators with scheduling permissions.

- See [“Scheduling Calls” on page 75.](#)

Editing Groups

Once groups are enrolled, you can edit and delete them as the need arises.

- See [“Editing Groups” on page 77.](#)

Configuration of the Service Provider Account

This account enables you to create and manage child accounts, each with their own administrators. As the parent administrator, you can also view and manage the child accounts.

- See [“Service Provider Account” on page 83.](#)

1.2 Glossary of Terms and Acronyms

Term/Acronym	Description
Non-Entity Account	Account that enables an IGC user to create a Personal User. By default, five non-entity accounts are created for each user account enrolled.
IGC User	User enrolled into the system by you. IGC users can create Personal Users from the pool of available non-entity users.
Personal User	Non-entity user that has been defined by an IGC user and thus removed from the pool of available non-entity users.
Group	Database of IGC users that interact with each other. In the Business application, IGC users can create teams and schedule group calls with other members of the same group. In the Broadcast application, only members of the group can take part in the broadcast calls.

2 INSTALLATION

Before you can use IGC applications you need to install the IGC Server. This consists of the following operations:

- [Preinstallation](#)
- [Network Connection](#)
- [Configuring IGC Network Parameters](#)
- [Telephony Interface Configuration](#)
- [SMTP Configuration](#)
- [Connecting Trunk Cables to the IGC Server](#)

2.1 Preinstallation

Before you begin the installation, make sure that you have all of the equipment and information needed for the installation. Preinstallation consists of the following:

- [Installing Peripherals to the IGC Server Machine](#)
- [Mapping Out Your Installation](#)

Installing Peripherals to the IGC Server Machine

The following devices must be added to the IGC Server machine. Reboot the IGC Server machine after connecting the peripherals.

- Keyboard
- Mouse
- Computer screen
- USB license key

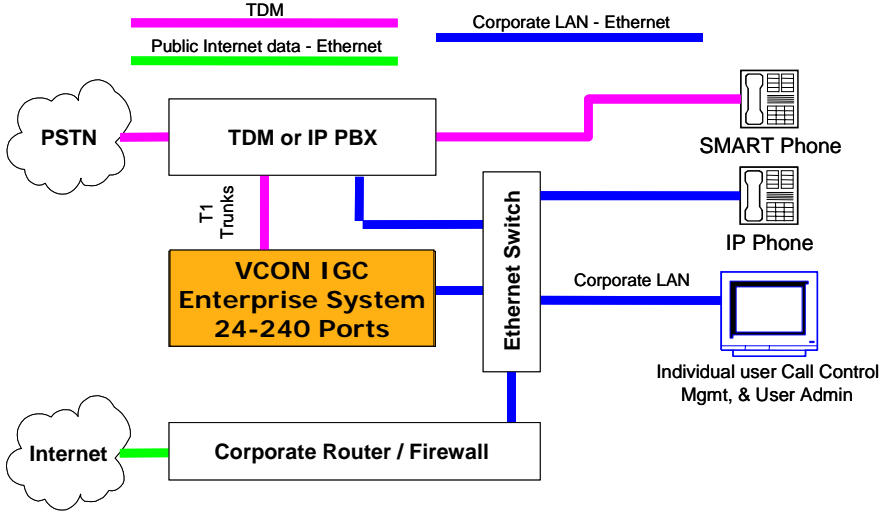


The USB license key contains license information necessary for IGC operation. IGC will not operate without this key.

2 Installation

Mapping Out Your Installation

During the installation, there are a number of parameters that you will need to enter. To save time and avoid confusion, take a few minutes to plan your installation and write down the parameters that you will need later in the tables that appear in:



Emblaze VCON Conferencing Bridge Corporate PBX/Service Provider Connectivity

- [Internet/Intranet Settings](#)
- [Trunk Connection Settings](#)
- [PBX Interface Settings](#)

Internet/Intranet Settings

Parameter	Value
IP address for the IGC Server	
IGC Domain Name (see note below) Write down the complete URL exactly as it will appear in the browsers' address line. For example: conferencing.mycompany.com or conf.mycompany.com	
Where will the IGC domain name be registered? Include both public Internet DNS Servers and intranet DNS Servers located behind a firewall. For details on HTTPS registration, see: http://www.verisign.com and/or http://www.thawte.com	
WEB access from the intranet only	YES/NO
WEB access from the Internet will be allowed	YES/NO
IP address (or domain name) and port number for the SMTP Server. If you use a Mail Relay, write down its IP address and SMTP port numbers. This is necessary to enable IGC's internal SMTP Server to send email notification of scheduled calls to users who are invited to dial in to a conference call.	

2 Installation

Trunk Connection Settings

The values configured for direct connection to your telephone carrier trunk are different for trunks with ISDN protocol and non-ISDN protocol. The parameters below are related to trunk connection and need to be defined during IGC installation.

Parameter	Value
Will IGC connect directly to your telephone carrier or to a PBX?	0 = Direct connection 1 = PBX connection
If IGC connects directly to your telephone carrier:	Protocol used by trunks is: ISDN / non-ISDN
If IGC connects directly to a PBX:	<input type="checkbox"/> Range of extension numbers (1st and last extensions) <input type="checkbox"/> Number used to access an outside line. <input type="checkbox"/> Main telephone number for the PBX

PBX Interface Settings

If you connect to a PBX, configure the PBX interface settings to work with your PBX. If you do not know the values to enter, check the documentation for your PBX or consult with a technical representative from its manufacturer.

If the IGC Server will be connected to a PBX, configure the following parameters for the PBX T1/E1 trunk.

Parameter	Value
PBX Brand and Model.	For example: Mitel Networks™ 3300.
PBX Interface Configuration.	For example: Standard ISDN, Master Clocking.
Extensions Range Supported in the organization/stations.	For example: 1000-1999.
External line prefix if any.	For example: 9

2.2 Network Connection

Configure your network gateway to communicate with the IGC Server.

- [Defining the IP address and Adding to DNS](#)
- [Testing the Network Connection](#)

Defining the IP address and Adding to DNS

The provisioning architecture for IGC Servers allows multiple servers to operate in tandem. Beginning with version 6 all you need to do is register your IGC Server in the relevant DNS Servers.



In older versions (up to version 5.5), you need to create two DNS entries, both of which resolve to the IGC Server's IP address. One entry requires only the full domain name; the other replaces the first part of the domain name with **pls1-1-1**.

For example, if your domain name is **mycompany.com** and your first DNS entry is **conf.mycompany.com**, then the second entry should be **pls1-1-1.mycompany.com**.

Testing the Network Connection

Test the network configuration and solve any problems that you find before connecting the IGC Server to your telephone carrier or PBX.

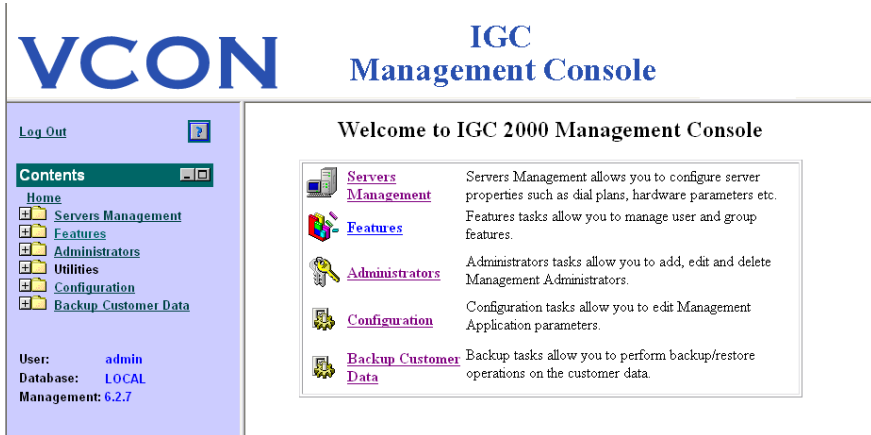
► To test the network configuration

- 1 Verify that there is a network (10/100 MB) connection to one of the Ethernet ports on the IGC Server (green LED is lit continuously).
- 2 Verify that the server IP address is defined in the DNS server (either internal or public).

2 Installation

2.3 Configuring IGC Network Parameters

The parameters needed to create an IGC Web page and allow users to interact with IGC are configured under **Configuration > Management Parameters** of the **IGC 2000 Management Console**.



IGC 2000 Management Console

The parameters defined under **Management Parameters** enable IGC to create a Web interface for users to visually manage their calls and send e-mails to notify users about upcoming conferences.

Each e-mail that is sent from the IGC Server contains information regarding the specific server that you must configure according to the corporate environment. This information includes: the access phone number of the server, the Web address of the server home page, etc.

- IGC License Key
- Logging into the Management Console
- Changing the System Administrator's Password
- Configuring Management Parameters

IGC License Key

The supplied USB key contains your license and is required for proper operation of IGC. If your organization purchased additional IGC licensed features, you must obtain an updated key.

► To enable IGC operation

- Insert the key into one of your USB ports.

► To upgrade your license

- 1 Make sure that the license key is inserted in a USB port of your IGC Server.
- 2 Open a DOS window and change directory to *C:\pl\hasp*.
- 3 Type **Customer** into the command line.
- 4 Press <Alt+G> and write down the key ID. You will be asked for this number.
- 5 Press <Alt+G> to exit this menu.
- 6 Contact your local Emblaze VCON representative and provide your key ID. Wait for the representative to send you new passwords.
- 7 After receiving the passwords, repeat steps 2 and 3.
- 8 Press <Alt+M> to select **Manual Update**.
- 9 Type the passwords supplied by the Emblaze VCON representative.
- 10 Press <Alt+U> to select **Update**.
- 11 Click **OK** or press <ENTER>.
- 12 Press <Alt+x> to exit.

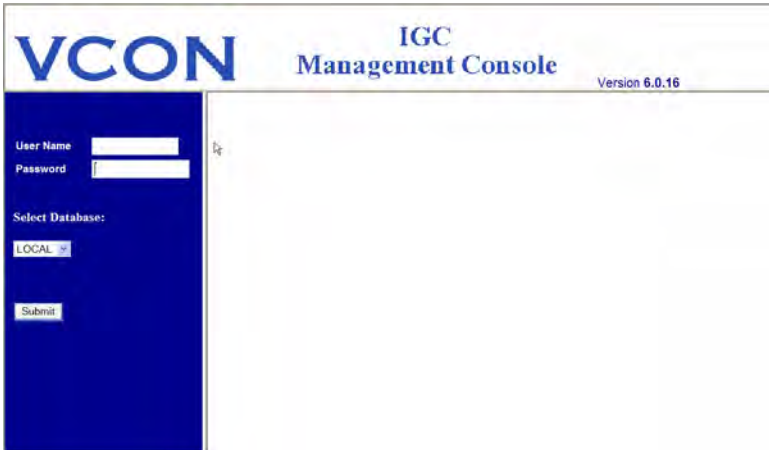
2 Installation

Logging into the Management Console

The next part of the installation process takes place in the IGC Management Console. Here you will change the administrator password and configure the parameters that adapt IGC to your network and telephone infrastructure.

➤ **To log in to the IGC 2000 Management Console**

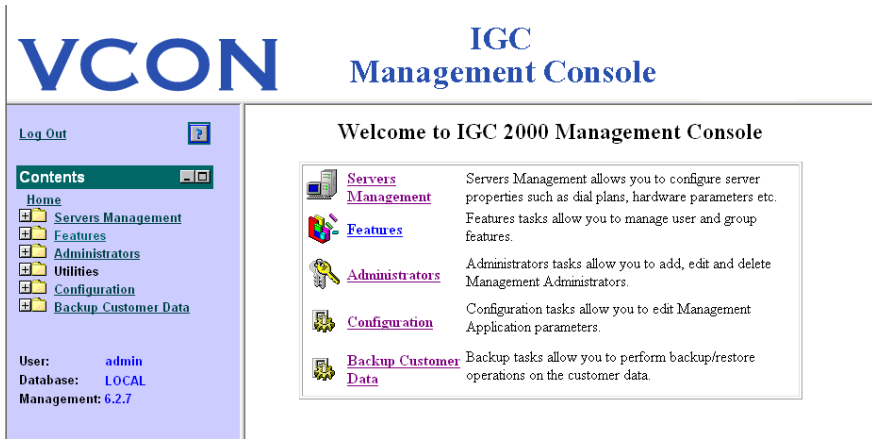
- 1 Open your browser to the IP address defined in [“Defining the IP address and Adding to DNS”](#) on page 9.
- 2 The **Management Console Login** page opens.



Management Console Login page

- 3 Log in with a username of **Admin** and a password of **sa**.

4 The IGC 2000 Management Console page opens.



IGC 2000 Management Console page

Changing the System Administrator's Password

It is strongly recommended that you change the password to prevent unauthorized access to the Management Console.

➤ To change the System Administrator's password

- 1 Select **Administrators > Change Password**.

Change Password

Re-type Current Password

New Password

Confirm New Password

Change Password Page

- 2 Type your old password into the **Re-type Current Password** field.
- 3 Type your new password into the **New Password** field.
- 4 Type the same new password into the **Confirm New Password** field.
- 5 Click **Submit**.

Configuring Management Parameters

The management parameters change the administrator password and configure the parameters that adapt IGC to your network and telephone infrastructure. They are configured now because they affect the dialogic configuration. You will later return to other parts of the IGC Management Console when you configure a specific IGC application.



- 1 Changing any parameter colored red requires restart of the Web Server.
- 2 Changing the following parameters additionally requires restart of the IGC Server:
 - DEFAULT_COUNTRY
 - LANGUAGE
 - SYS_BOOKING

➤ **To configure the management parameters**

- 1 Select **Configuration > Management Parameters**.

Log Out [?]

Contents

- Home
- Accounts Management
- Customer Care
- Features
- Billing
- Reporting
- Administrators
- Configuration
 - Management Parameters
 - Module Versions
- Backup Customer Data

User: david
Database: LOCAL
Management: 6.3.1

ATTENTION! Modifying parameters with invalid values may cause system instability, please modify them with caution.

If you change any parameters colored **red**, you must restart the web server in order for the new values to take effect.

If you change one of the following parameters, you must also restart the IGC server:

- DEFAULT_COUNTRY
- SYS_BOOKING
- LANGUAGE

Management Parameters

CALL_MAIL_SUBJECT	IGC Group Call	Delete...
COMPANY_NAME	yourcompany	Delete...
COMPANY_WEB_HOME	conf.yourcompany.com	Delete...
DEFAULT_COUNTRY	USA/Canada	Delete...
FEEDBACK_MAIL	feedback@yourcompany.com	Delete...
FINDMENUMBERS	4	Delete...
INFO_MAIL_FROM	info@yourcompany.com	Delete...
INFO_MAIL_SUBJECT	IGC Team Information	Delete...

Management Parameters

2 Define the parameters listed below.

CALL_MAIL_SUBJECT	Subject field in email messages sent from the server for scheduling and team creation notification
COMPANY_NAME	Company name in web site and emails
COMPANY_WEB_HOME	This server's DNS address (either public or internal)
DEFAULT_COUNTRY	Country for this server
FEEDBACK_MAIL	Address for sending website feedback
FINDMENUMBERS	Number of phone numbers in the find-me list
INFO_MAIL_FROM	System sender's mailbox
INFO_MAIL_SUBJECT	Subject for notification email message from the system
LANGUAGE	Language used by IGC in the user interface and all voice messages
MAXTEAMSIZ	Maximum number of participants in a team
SERVER_NAME_PREFIX	DNS Name prefix
SSL	0 = no SSL 1 = SSL
SUPPORT_MAIL	Address to send support questions
SUPPORT_PHONE	Number to call for technical support
TEAM_MAIL_FROM	Sender's address for email messages regarding team activity
TIME_ZONE	Time zone for this server
DEFAULT_CURRENCY	Currency for billing reports
DOMAIN	Domain of this server
MAIL_SERVER	Relay mail server
REPRESENTATIVE	Name of conferencing server administrator in the organization
REPRESENTATIVE_POSITION	Position of representative
SCHEDULED_CALL_DIAL_OUT	Yes = System automatically dials scheduled broadcast calls. No = Administrator must dial scheduled broadcast calls manually.
SYS_BOOKING	Controls the activation of the system's Booking Administration mode.

2 Installation

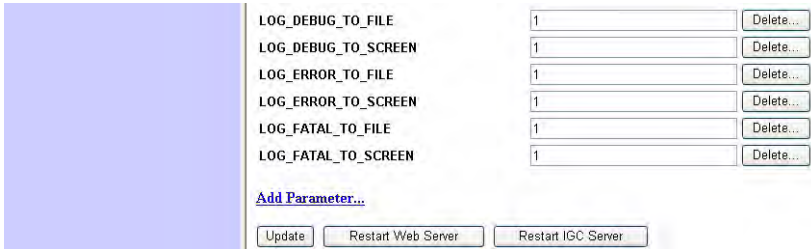
SYS_MEETMELOCK 0 = Enable joining callers to sessions without the connection of the team creator.

1 = Block callers before the team creator joins sessions.

VALIDATOR_FROM Sender's address for email messages from system validation process

VALIDATOR_TO Recipient's address in validation reports from the system

3 Click **Update**.



The screenshot shows a configuration window with a light blue sidebar on the left. The main area contains a list of logging parameters, each with a text input field containing the value '1' and a 'Delete...' button to its right:

LOG_DEBUG_TO_FILE	1	Delete...
LOG_DEBUG_TO_SCREEN	1	Delete...
LOG_ERROR_TO_FILE	1	Delete...
LOG_ERROR_TO_SCREEN	1	Delete...
LOG_FATAL_TO_FILE	1	Delete...
LOG_FATAL_TO_SCREEN	1	Delete...

Below the list is a link labeled [Add Parameter...](#). At the bottom of the window are three buttons: **Update**, **Restart Web Server**, and **Restart IGC Server**.

Update, Restart Web Server, and Restart IGC Server Buttons

4 Click **Back** to return to the previous page, where you can then restart the Web Server.

5 Click **Restart Web Server**.

2.4 Telephony Interface Configuration

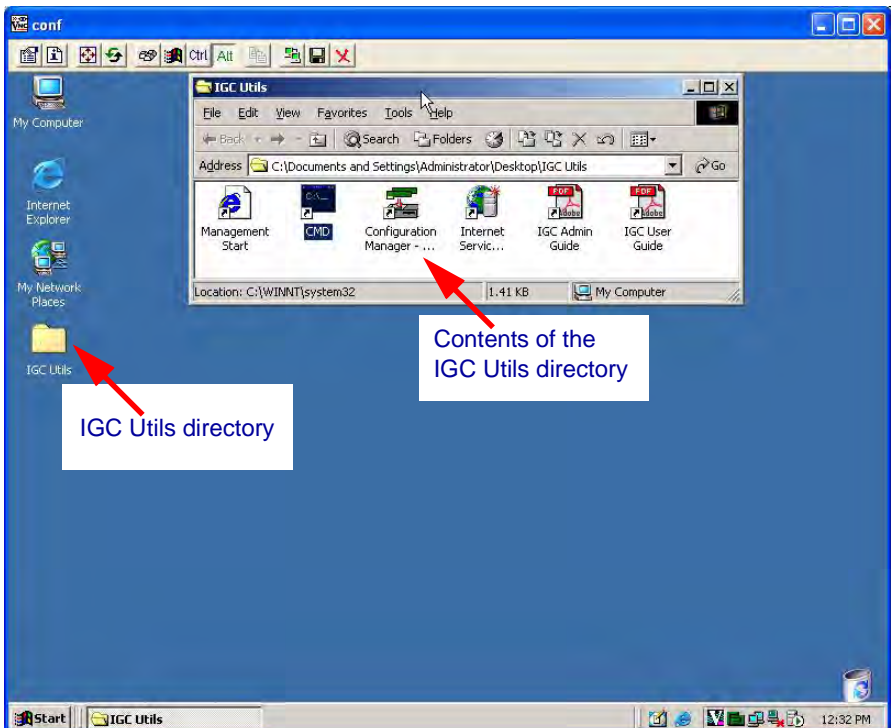
Now that the IGC Server is connected to your network, you are ready to connect it to your telephone lines. This section consists of:

- [IGC Utils Directory](#)
- [Checking the Interface Board Configuration](#)
- [Setting the AudioCodes Interface Board Configuration](#)
- [Setting the Dialogic Interface Board Configuration](#)
- [Setting the Mitel PBX via IP Interface Configuration](#)
- [Setting PBX Connectivity](#)
- [Configuring Direct Carrier Connection](#)
- [Configuring the Trunk Connection](#)
- [Restarting the IGC Server](#)

IGC Utils Directory

The IGC Utils directory contains a number of files that you should familiarize yourself with.

File Name	Description
Management Start Page	Shortcut to the IGC Management Console
Internet Service Configuration Management	IIS Manager Shortcut to Dialogic' Configuration Management
CMD	Shortcut to Command Line window
Administrator's Guide	PDF of the IGC Administrator's Guide
User's Guide	PDF of the IGC User's Manual



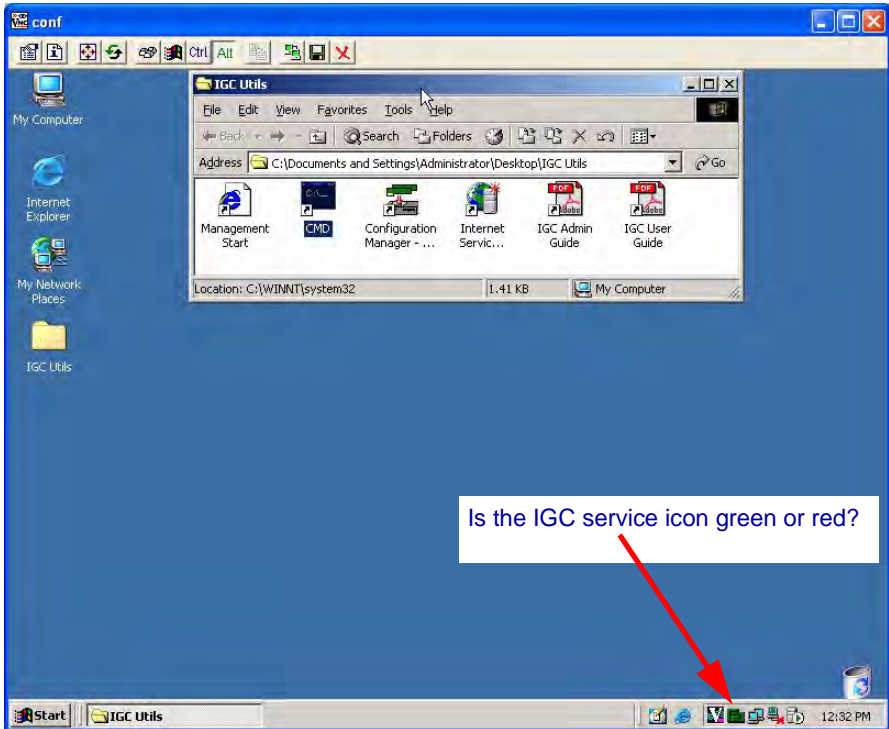
IGC Utils Directory

2 Installation

Checking the Interface Board Configuration

► To check the interface board configuration

- ❑ Make sure that IGC service is running, and the IGC icon in Windows System Tray is green; if the IGC service is stopped, the icon is red.

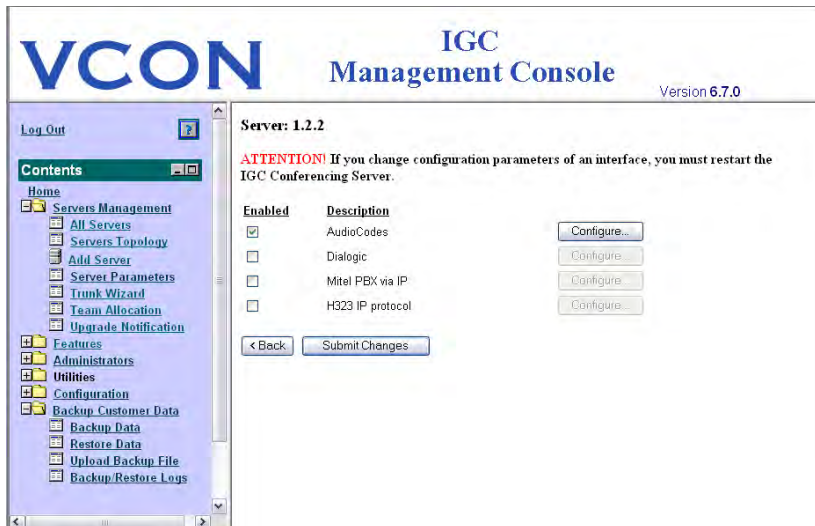


IGC Server Desktop and IGC Service Icon

Setting the AudioCodes Interface Board Configuration

If your server's interface board is AudioCodes, set up its configuration as follows:

- **To set up the AudioCodes interface board configuration**
 - 1 In the IGC Management Console, select **Server Parameters>Server Management**.
 - 2 Choose the IGC Server and click **Next**.
 - 3 In the Select Parameters Group page, click **Interfaces**.



Selecting the AudioCodes Configuration

2 Installation

- 4 Select the AudioCodes entry. Click **Configure**.

The screenshot shows the VCON IGC Management Console interface. The main title is 'VCON IGC Management Console'. On the left is a navigation menu with 'Contents' expanded to show 'Servers Management' and its sub-items: 'All Servers', 'Servers Topology', 'Add Server', 'Server Parameters', 'Trunk Wizard', 'Team Allocation', and 'Upgrade Notification'. Other menu items include 'Features', 'Administrators', 'Utilities', 'Configuration', and 'Backup Customer Data'. The main content area is titled 'AudioCodes Cards for Server: 1.2.2'. It features a dropdown for 'Audio buffer size' set to '160'. Below this is a table with columns: 'Card', 'Bus', 'Slot', 'Trunk', 'Protocol', and 'Termination Side'. The table contains four rows for Card 'IPM260' with Trunks 1, 2, 3, and 4. Each trunk has a 'Protocol' dropdown set to 'T1_DMS100_ISDN' and a 'Termination Side' dropdown set to 'NETWORK'. At the bottom of the table area are two buttons: '< Back' and 'Submit Changes'.

Card	Bus	Slot	Trunk	Protocol	Termination Side
IPM260	1	11	1	T1_DMS100_ISDN	NETWORK
			2	T1_DMS100_ISDN	NETWORK
			3	T1_DMS100_ISDN	NETWORK
			4	T1_DMS100_ISDN	NETWORK

Configuring AudioCodes Board

- 5 Edit the parameters according to your needs.

Audio Buffer Size Choose the size of the audio buffer in bytes. The default size is **160**.

The table displays the properties of the AudioCodes (Bus and Slot) and the communication protocol used on each trunk. You may use the same protocol for all or multiple trunks, or different protocols on each trunk.

List of Supported Protocols Select the protocol used on each trunk.

Termination Side Define the trunk termination side, according to your carrier's line parameters.

- 6 Click **Submit Changes**.
- 7 Click **Back** to return to the Select Parameters Group page.
- 8 Click **Restart IGC Server**. The changes take effect after the server restarts.

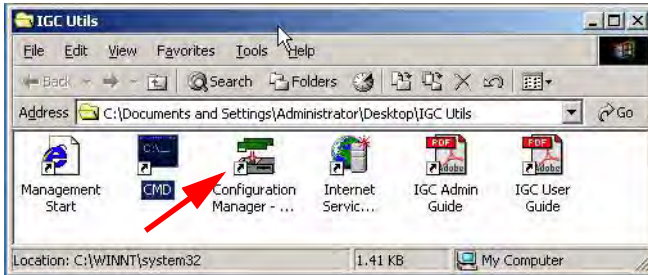
Setting the Dialogic Interface Board Configuration

If your server's interface board is Dialogic, set up its configuration as described below. First, set up the T1 or E1 interface in the Dialogic Configuration Manager. Then, set up the IGC Server interface configuration to work with the Dialogic board.

T1/E1 Interface Configuration

► To set up the T1 or E1 interface configuration

- 1 From the IGC Utils folder, run the **Configuration Manager** application.

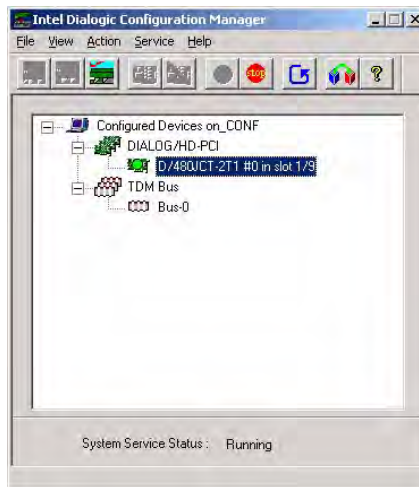


Configuration Manager



Make sure that the same Dialogic boards listed on your packing slip are listed on screen. If not, contact your local Emblaze VCON representative.

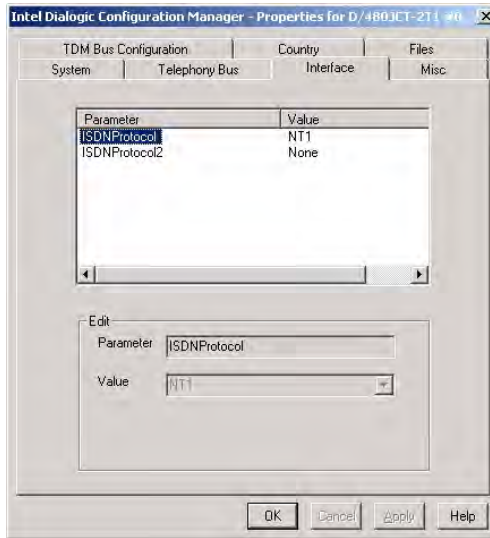
- 2 Make sure that the Dialog service is not running.



Is the Dialogic Board Running?

2 Installation

- 3 Right-click on the IGC board to configure and select **Configure Device**.
- 4 Select the **Interface** tab.



Interface Tab

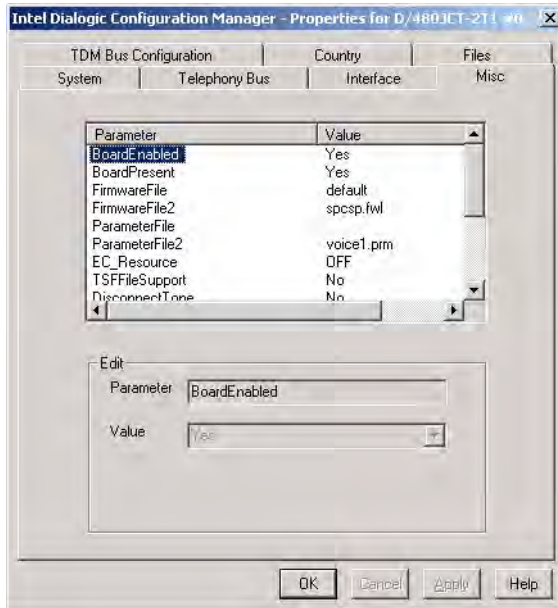
- 5 If the trunk is T1 or T1 PRI, set the values as shown below.

Field	Value if ISDN protocol is used	Value if non-ISDN protocol is used
ISDNprotocol	NI2/NT1	None
ISDNprotocol2	None	None

If the trunk is E1, set the values as shown below.

Field	Value if ISDN protocol is used	Value if non-ISDN protocol is used
ISDNprotocol	CTR4	None
ISDNprotocol2	None	None

- 6 Right-click on the IGC board to configure and select the **Misc** tab.



Misc Tab

- 7 If the trunk is T1 or T1 PRI, set the values as shown below.

Field	Value if ISDN protocol is used	Value if non-ISDN protocol is used
FirmwareFile	default	SPCSP.fwl
FirmwareFile2	SPCSP.fwl	SPCSP.fwl
ParameterFile	None	Voice1.prm
ParameterFile2	Voice1.prm	Voice1.prm

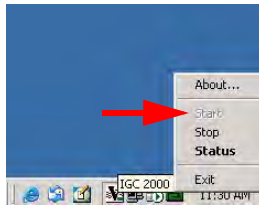
2 Installation

If the trunk is E1, set the values as shown below.

Field	Value if ISDN protocol is used	Value if non-ISDN protocol is used
FirmwareFile	default	default
FirmwareFile2	SPE1CSP.fwl	SPE1CSP.fwl
ParameterFile	None	None
ParameterFile2	Voice1.prm	Voice1.prm

- 8 Start the Dialogic service.
- 9 Select **Service>Startup Mode** and make sure that **Automatic** is selected.
- 10 Restart the IGC Server.

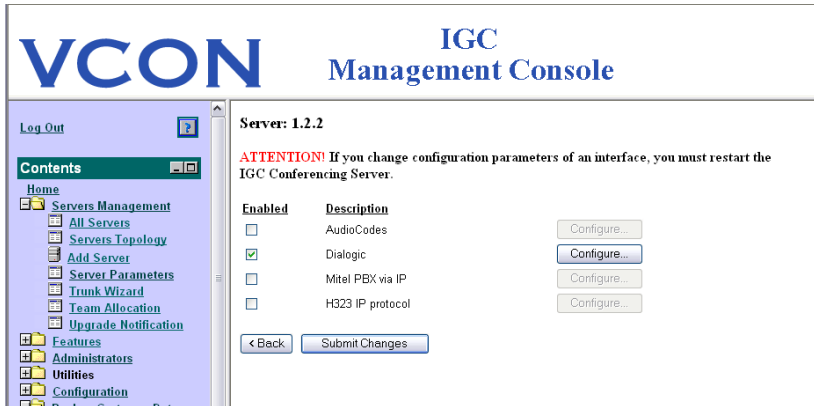
To start the IGC service, right-click the icon and select **Start**.



Start the IGC service

IGC Server Interface Configuration

- 1 After the server restarts, open your web browser and go to the IGC Management Console (see “[Logging into the Management Console](#)” on page 12).
- 2 Select **Server Parameters**>**Server Management**.
- 3 Choose the IGC Server and click **Next**.
- 4 In the Select Parameters Group page, click **Interfaces**.



Selecting the Dialogic Configuration

- 5 Select the Dialogic entry. Click **Configure**.



Configuring Dialogics Board

2 Installation

- 6 Edit the parameters according to your needs.

Parameter Name	Definition
Protocol File Name	The correct protocol for this card in your country or region.
Audio Buffer Size	Choose the size of the audio buffer in bytes. The default size is 768 .

- 7 Click **Submit Changes**.
- 8 Click **Back** to return to the Select Parameters Group page.
- 9 Click **Restart IGC Server**. The changes take effect after the server restarts.

Setting the Mitel PBX via IP Interface Configuration

If your server's interface is a Mitel Networks™ PBX via IP, set up its configuration as described in this section.

Configuring IP Phone Emulation

The **Mitel IP Phone Emulation** applet in the Control Panel is used to configure IP Phone Emulation in IGC.

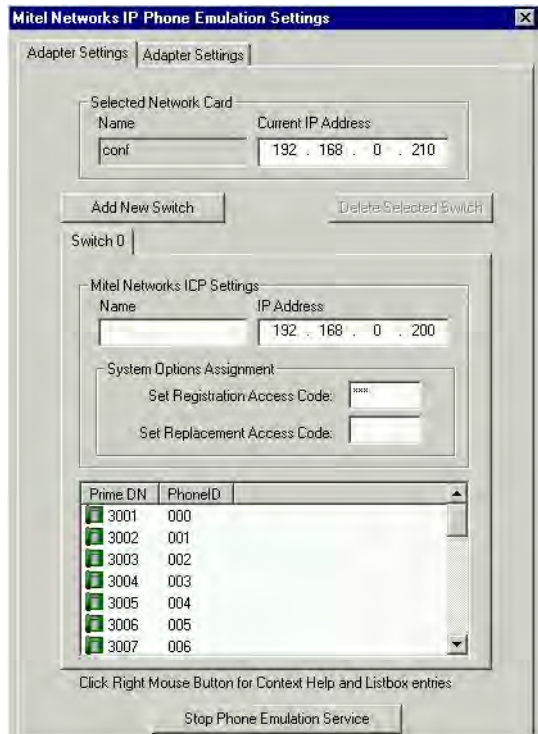
► To configure IP phone emulation in IGC

- 1 In Windows' Control Panel, select **Mitel IP Phone Emulation**.
- 2 Set the IP address of the PBX in the **Mitel Networks ICP Settings** field.
- 3 Enter the primary DN phone numbers in sequential order, starting with first number following the hunt group number. For example: if the hunt group number is 3000, the first prime DN is 3001.

You can enter as many DN phone numbers as you have phone lines. The easiest way to enter DN phone numbers is to right-click and select the phone numbers.



Prime DN numbers are not visible to the user, they are used as part of the hunt group for incoming calls.



Mitel IP Phone Emulation Settings

Defining the Mitel PBX Interface Parameters

➤ **To set up the Mitel PBX via IP interface configuration**

1 Log into the IGC Management program using the following parameters:

User Name **admin**

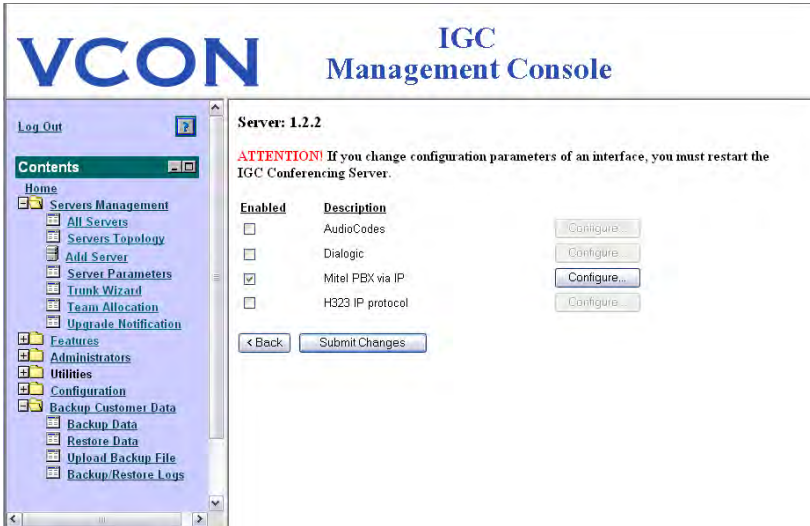
Password **sa**

2 In the IGC Management Console, select **Server Management>Server Parameters**.

3 Choose the IGC Server and click **Next**. The default is **1-1-1**.

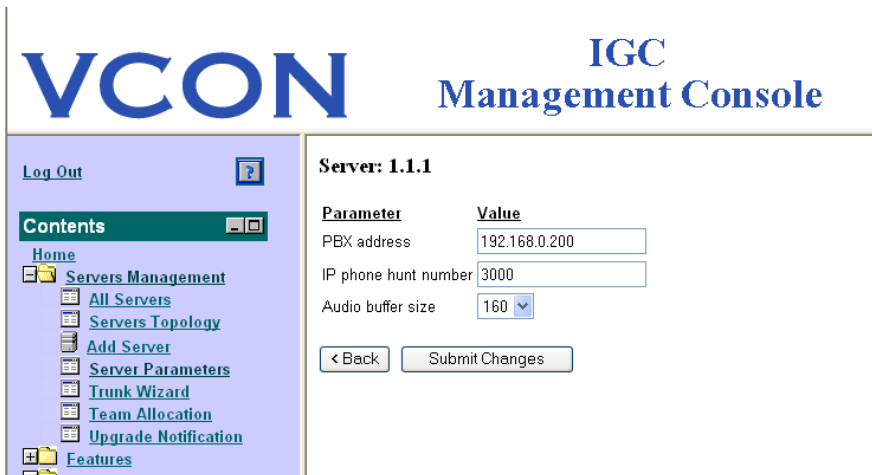
2 Installation

- 4 In the Select Parameters Group page, click **Interfaces**.



Selecting the Mitel PBX via IP Configuration

- 5 Select the Mitel PBX entry. Click **Configure**.



Configuring Mitel PBX Board

- 6 Edit the parameters according to your needs.

Parameter Name	Definition
PBX Address	The IP address of the Mitel PBX.
IP Phone Hunt Number	The Hunt Group number for PBX calls as defined in the PBX.
Audio Buffer Size	Choose the size of the audio buffer in bytes. The default size is 160 .

- 7 Click **Submit Changes**.
- 8 Click **Back** to return to the Select Parameters Group page.
- 9 Click **Restart IGC Server**. The changes take effect after the server restarts.

2 Installation

Setting PBX Connectivity

If you connect to a PBX, configure the IGC Server to work with your PBX. If you do not know the values to enter, check the PBX documentation or consult with a technical representative from the PBX manufacturer.

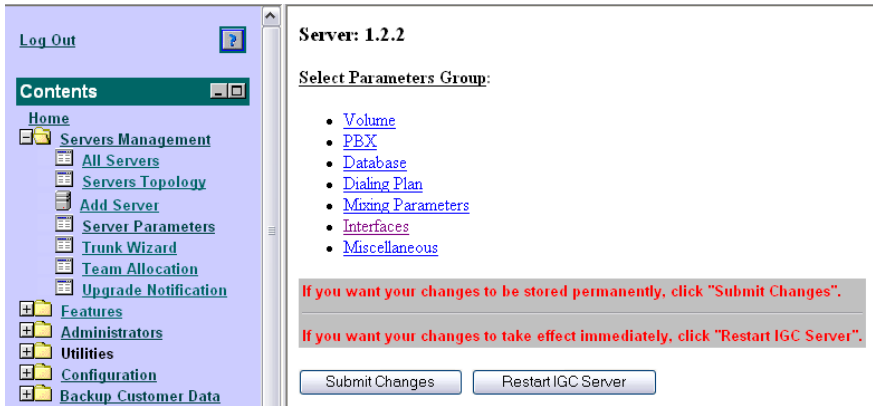
► To configure the PBX Interface

- 1 Select **Servers Management > Server Parameters**.



Server Parameters > Select Server

- 2 Click **Next**.



Server Parameters > Select Parameters Group

- 3 Click the **PBX** link.

Log Out

Contents

Home

- Servers Management
 - All Servers
 - Servers Topology
 - Add Server
 - Server Parameters
 - Trunk Wizard
 - Team Allocation
 - Upgrade Notification

Server: 1.1.1

Description	Value
PBXENABLE	1
PBXSTARTNUM	1000
PBXENDNUM	9999
EXTLINEESC	9
PBXPREFIX	201345

< Back Submit Changes

PBX Parameters

- 4 Set the **PBXENABLE** parameter to:
- **1** if the IGC Server is connected to a PBX.
 - **0** if the IGC Server is connected directly to a telephony carrier.
- 5 Click **Submit Changes**.
- 6 Click **Back** to return to the Select Parameters Group page.
- 7 Click the **Mixing Parameters** link.

Log Out

Contents

Home

- Servers Management
 - All Servers
 - Servers Topology
 - Add Server
 - Server Parameters
 - Trunk Wizard
 - Team Allocation
 - Upgrade Notification
- Features
- Administrators

Server: 1.1.1

Description	Value
Max users per conference	24
Enable tone clamping	1
Recorded files path	c:\pl
Prompt mode	1
Noise level for silence suppression	34
Voice reduction level for echo cancellation	

< Back Submit Changes

PBX Interface Server Parameters

- 8 Use the **Prompt mode** parameter to define whether the IGC Call Manager announces each member who joins or leaves a call.
- **0** = beep when each member joins or leaves a call
 - **1** = announce each member

2 Installation

- 9 Click **Submit Changes**.
- 10 Click **Back** to return to the Select Parameters Group page.
- 11 Click **Restart IGC Server**. The changes take effect after the server restarts.

Configuring the Dialing Plan

The dialing plan defines the area code of the IGC Server, and how long dialing and international calls are dialed.

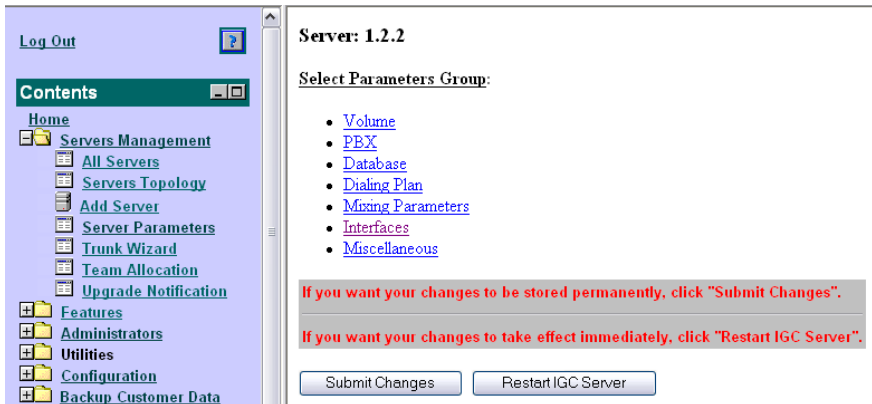
► To configure the dialing plan

- 1 Select **Servers Management > Server Parameters**.



Server Parameters > Select Server

- 2 Click **Next**.



Server Parameters > Select Parameters Group

3 Click the **Dialing Plan** link.

Description	Value
LDESC	<input type="text" value="0"/>
INTLESC	<input type="text" value="00"/> Add... Delete...
AREACODE	<input type="text" value="9"/>
LDALWAYS	<input type="text" value="0"/>
ACALWAYS	<input type="text" value="0"/>
INTLALWAYS	<input type="text" value="1"/>

[Back](#)

Dialing Plan Server Parameters

4 Edit the parameters according to your needs.

Parameter Name	Definition
LDESC	Prefix to be dialed for any long distance call
INTLESC	Prefix to be dialed for international calls. You can add prefixes to enable use of multiple long distance carriers. The Add... and Delete... links allow you to add and remove INTLESC values.
AREACODE	Area code for the trunk lines connected to the IGC Server
LDALWAYS	0 = Long distance prefix does not always need to be dialed 1 = Always dial the long distance prefix for long distance calls
ACALWAYS	0 = Area code prefix does not always need to be dialed 1 = Always dial the area code, even for local calls
INTLALWAYS	0 = International prefix does not always need to be dialed for international calls 1 = Always dial the long distance prefix for international calls

5 Click **Submit Changes**.

6 Click **Back** to return to the Select Parameters Group page.

7 Click **Restart IGC Server**. The changes take effect after the server restarts.

2 Installation

► To add an INTLESC parameter

- 1 From the **Servers Management > Server Parameters > Dialing Plan** page, click the **Add...** link.

<u>Description</u>	<u>Value</u>
INTLESC	014
Cancel	
<input type="button" value="Submit"/>	

Add INTLESC line

- 2 Type the INTLESC value.
- 3 Click **Submit** to return to the **Dialing Plan** page with an additional INTLESC line.

<u>Description</u>	<u>Value</u>
LDESC	0
INTLESC	00
Add... Delete...	
AREACODE	9
LDALWAYS	0
ACALWAYS	0
INTLALWAYS	1
INTLESC	014
Add... Delete...	
Back	
<input type="button" value="Submit Changes"/>	

Dialing Parameters with two INTLESC lines

- 4 Click **Submit Changes**.
- 5 Click **Back** to return to the Select Parameters Group page.
- 6 Click **Restart IGC Server**. The changes take effect after the server restarts.

► To delete an INTLESC parameter

- 1 From the **Servers Management > Server Parameters > Dialing Plan** page, click the **Delete...** link.
- 2 Click **Submit Changes**.
- 3 Click **Back** to return to the Select Parameters Group page.
- 4 Click **Restart IGC Server**. The changes take effect after the server restarts.

► To connect to a Dial Plan PBX

- 1 Assign a DID number to the Emblaze VCON designated Trunk
- 2 Enable dialing in from the outside to the Emblaze VCON designated trunk
- 3 Enable dialing in from any corporate line/extension to the Emblaze VCON designated trunk by dialing only the trunk's extension number.
- 4 Enable dialing out to an internal corporate extension from the Emblaze VCON designated trunk
- 5 Enable dialing out to an external line from the Emblaze VCON designated trunk. You need to add 9 or another dialing prefix.

2 Installation

Configuring the Trunk Connection

Trunk connection is carried out differently when you connect to an existing PBX or directly to a telephone carrier.

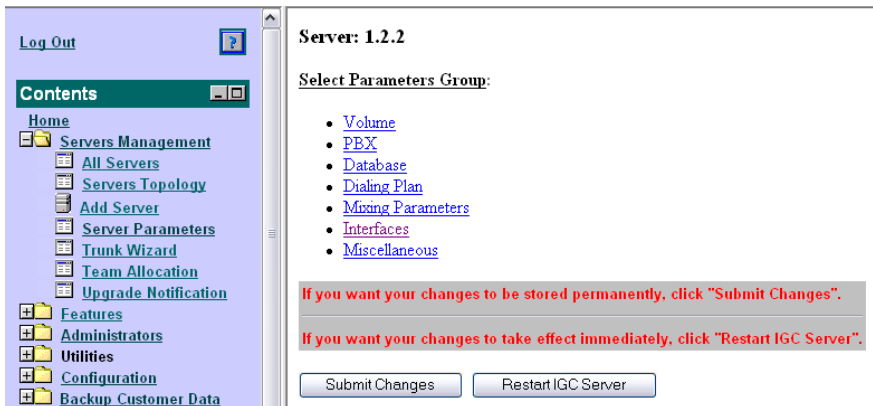
► To configure the trunk connection

- 1 Select **Servers Management > Server Parameters**.



Server Parameters > Select Server

- 2 Click **Next**.



Server Parameters > Select Parameters Group

- 3 Click the **PBX** link.

Description	Value
PBXENABLE	0
PBXSTARTNUM	1000
PBXENDNUM	9999
EXTLINEESC	9
PBXPREFIX	201345

[Back](#)

Submit Changes

Trunk Connection Parameters

- 4 Review and edit the parameters according to the definitions that you decided upon in “[Trunk Connection Settings](#)” on page 8.

Parameter Name	Definition
PBXENABLE	0 = Carrier (default) 1 = PBX
PBXSTARTNUM	First extension in the range of telephone numbers
PBXENDNUM	Last extension in the range of telephone numbers
EXTLINEESC	Number that must be dialed to receive an outside line
PBXPREFIX	Main telephone number of the PBX



PBXPREFIX parameter reduces use of outside lines.

When PBXPREFIX is defined, IGC knows to use the internal extension only when the phone number is on the same PBX. If this field is left blank, IGC will use an outside line.

- 5 Click **Submit Changes**.
- 6 Click **Back** to return to the Select Parameters Group page.
- 7 Click **Restart IGC Server**. The changes take effect after the server restarts.

Changing Parameters at Your PBX

You may need to change some of the parameters at your PBX. For instructions contact a representative of the PBX manufacturer.

Configuring Direct Carrier Connection

Use the your carrier's recommended settings to configure your dialogic driver and protocols.

Restarting the IGC Server

After you configure the Telephony and Dialog Configuration, restart the IGC Server so that the configuration can take effect.

➤ **To restart the IGC Server with the new dialogic configuration**

- 1** Select **Configuration > Management Parameters**.
- 2** Click **Restart IGC Server**.

2.5 SMTP Configuration

- ❑ [“Configuring Your SMTP Gateway” on page 39](#)
- ❑ [“Testing Scheduling Capabilities” on page 42](#)

Configuring Your SMTP Gateway

IGC greatly increases productivity by scheduling calls and notifying participants in advance. One of the most important and convenient methods is e-mail. Whenever you create a user account or a user schedules a call, IGC sends an email with the relevant information, including user names and passwords for logging into the system or to the Call Manager.

In order for IGC to provide this service, it must have outbound SMTP connections to members of your network and the Internet.

► To check an SMTP server connection

IGC comes with a Test Email utility for testing its SMTP connection. If IGC succeeds in sending an email you can skip the instructions for setting up a mail relay.

- 1 Select **Utilities > Test Email**.
- 2 Prepare a test email.

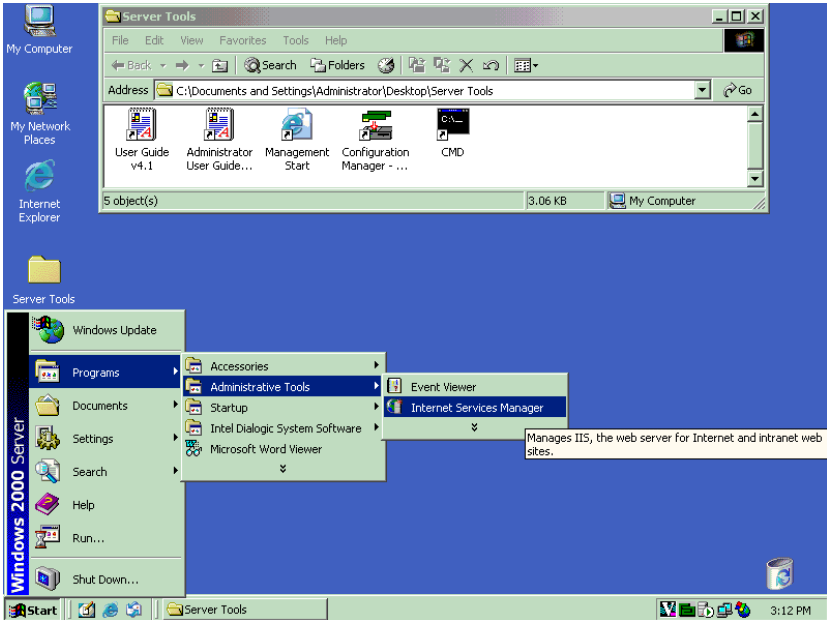
The screenshot shows a web-based administrator interface. On the left is a navigation menu with a 'Log Out' link at the top. Below it is a 'Contents' section with a tree view: Home, Servers Management, Features, Administrators, Utilities (expanded), Test Email, Test MD5, XX Encoding, Time, Configuration, and Backup Customer Data. The main content area is titled 'Test Email' and contains a form with the following fields: From, To, Cc, Bcc, Subject, Message, and Email Server. Each field has a corresponding empty text input box. At the bottom of the form is a 'Submit' button.

- 3 Click **Submit**.

2 Installation

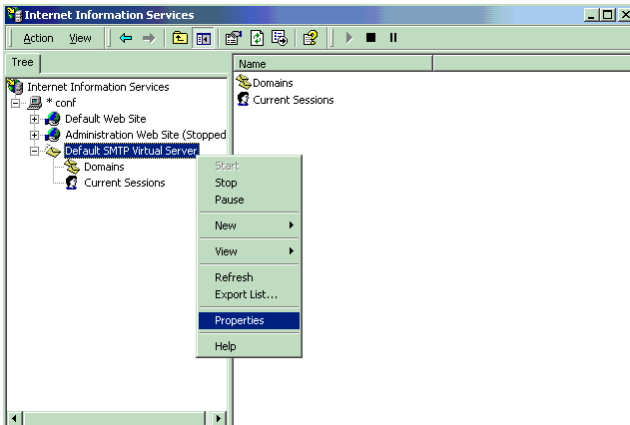
► To set up an SMTP Relay

1 Run the IIS Manager:



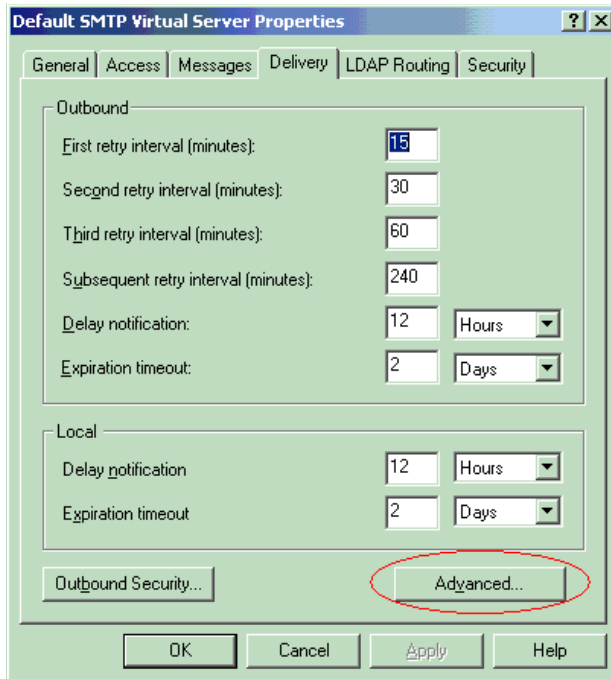
Run the IIS Manager

2 Select properties for the SMTP Server



Select Properties for the SMTP Server

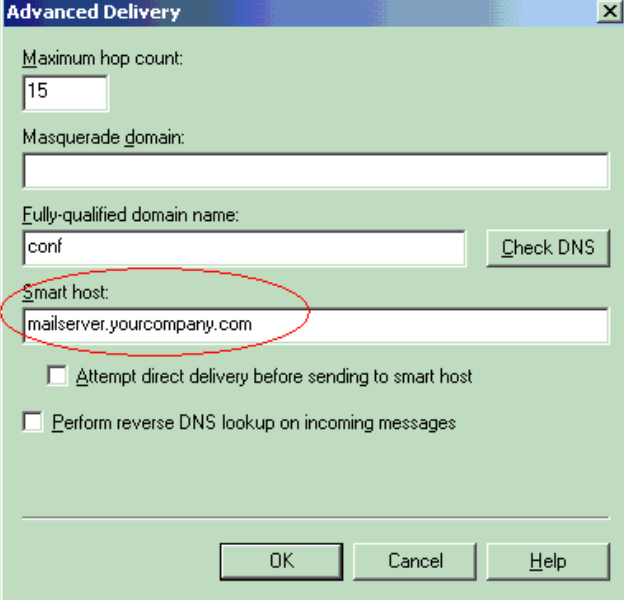
- 3 Select the **Delivery** tab.
- 4 Click the **Advanced** button.



Delivery > Advanced

2 Installation

- 5 Type the server name or IP address into the **Smart Host** field.



The screenshot shows a dialog box titled "Advanced Delivery" with a close button (X) in the top right corner. The dialog has a light green background. It contains several input fields and checkboxes. The "Maximum hop count" field is a text box containing the number "15". Below it is the "Masquerade domain" field, which is empty. The "Fully-qualified domain name" field contains the text "conf" and has a "Check DNS" button to its right. The "Smart host" field is highlighted with a red oval and contains the text "mailserver.yourcompany.com". Below this field are two checkboxes: "Attempt direct delivery before sending to smart host" (unchecked) and "Perform reverse DNS lookup on incoming messages" (unchecked). At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

*Type the Server Name into the **Smart host** Field*

Testing Scheduling Capabilities

After enrolling at least one user, log in as the user to the users WEB, create a team with yourself only and schedule a call within the next 10 minutes.

If this does not work, check that IGC Server pings its name and `pls1-1-1.domainname`

If there is no ping, define the proper name in the hosts file of the IGC Server.

2.6 Connecting Trunk Cables to the IGC Server

Connect a T1 or E1 trunk to port **1** of an IGC card.



T1 cards support 23 ports and E1 cards support 30 ports.

Testing the Telephone Connection

➤ To connect trunk cables

On the IGC Server's rear panel, insert each RJ-45 connector to a 24-line port on the IGC board.

➤ To test the connection

- 1 Make sure that the corresponding LEDs next to the connector are green. If not, check that each cable is connected to both the carrier or PBX on one end and the IGC Server on the other end.
- 2 Right-click the IGC Service icon and select **Start**.
- 3 Wait for an IGC message to appear and for the icon to turn green.
- 4 Right-click the IGC Service icon and select **Status**.
- 5 Make sure that you have no alarms. The syntax of the status display is as follows:
span #:a
represents the IGC port.
a represents the number of alarms. If no trunk is connected, 24 (for T1) or 31 (for E1) is displayed. If there are no alarms, this value is 0.

For example: **span 1:0 ; span 2:24** means that a T1 trunk is properly installed on port 1 of board 1 (zero alarms) and no trunk is connected to port 2 of board 1 (2:24). If an E1 trunk is properly installed, the display would show **span 1:0 ; span 2:31**.

- 6 Dial in to each telephone number defined in the PBX or at the carrier for this trunk, and make sure that you hear an IGC welcome message. If not, check the definitions of your PBX or of your carrier.

Testing the Telephone Connection

Before you continue, it is recommended that you test the telephone connection.

➤ **To test the telephone connection**

- Dial the IGC main number. You should receive an IGC prompt. If not, check the installation operations described in: [“Telephony Interface Configuration” on page 16](#) and [“Connecting Trunk Cables to the IGC Server” on page 43](#).

3 BUSINESS APPLICATION

The Business application is ideal for small business meetings of up to 15 participants, depending on the corporate culture. All participants in the audio-conference take part in the conversation. Participants using the Call Manager can invite consultants and control their participation.

Business application topics are:

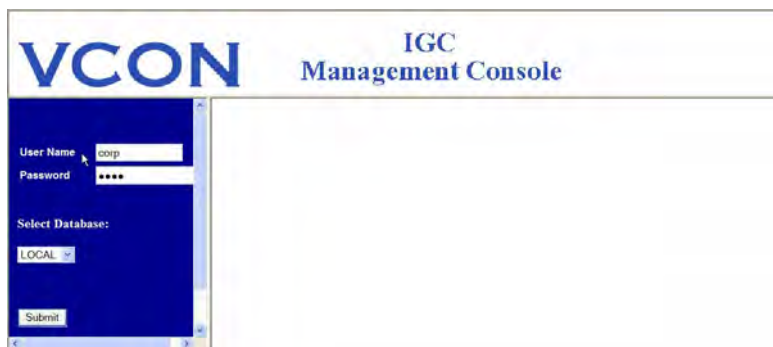
- [Logging In](#)
- [Account Management](#)
- [Administrative Tools](#)

3.1 Logging In

To start working, log into the Business application from your browser.

► To log in

- 1 Open your browser to the management console URL, <http://conf.mycompany.com:8080>, in which [mycompany.com] represents the name of your organization's domain.
- 2 Type **corp** into the **User Name** and **Password** fields.



The screenshot shows a web browser window displaying the VCON IGC Management Console login page. The page has a blue header with the VCON logo on the left and 'IGC Management Console' on the right. Below the header is a login form with a blue background. The form contains the following fields and elements:

- User Name:** A text input field containing the text 'corp'.
- Password:** A password input field containing six asterisks '*****'.
- Select Database:** A dropdown menu with 'LOCAL' selected.
- Submit:** A button at the bottom of the form.

Log into the Business Application

3 Business Application

- 3 The main page of the **Management Console** opens.



Business Application



IGC automatically logs out after 20 minutes of no activity.

3.2 Account Management

In order to begin using the IGC Business application, you must enroll accounts. There are two ways to enroll accounts, automatically and manually. Automatic enrollment is best for setting up your IGC system, while manual enrollment is best for enrolling accounts when you need to add one or two new employees. The administrative tools described in “[Administrative Tools](#)” on page 51 are optional and can be configured at a later date. Furthermore, you can also generate and enroll new groups, and edit existing ones at a later date.

- [Enrolling Accounts Automatically](#)
- [Creating and Generating Accounts Manually](#)
- [Enrolling a New Account Manually](#)

Enrolling Accounts Automatically

When you enroll an account automatically, IGC generates 100 IGC unique user account numbers. When these accounts are enrolled, 5 non-entity accounts are generated for each user account enrolled. The non-entity user account numbers are later used by IGC users when they create their own Personal Users and Guests.

► To enroll a group of accounts

- 1 Click **Accounts Management > Accounts Enrollment**.
- 2 Click the **Download DB and XML sample files** link to download a compressed file containing four sample files; *business_sample.xml*, which maps the database fields, and three alternative database files.
- 3 Edit and save the sample DB file. See [To edit the sample DB file](#) for details.
- 4 Type the name and path of the file that you just saved. The easiest way is by browsing to it.
- 5 Select a group from the **Account Group** drop-down menu.

Whenever you enroll a new group, the IGC Server generates and names a group of 100 users. If this is the first time that you enroll users, there will only be one group to choose from. However, it is recommended that once you have existing groups, you generate additional accounts for the existing groups rather than enroll new accounts.

- 6 Type your name and job title into the **Outgoing email** fields. These will be included in e-mails that IGC sends to enrolled users.
- 7 Click **Enroll** to automatically generate a group of 100 numbered accounts.

Additional accounts can be added using the Generate **Accounts** option. For instructions, see [“To generate accounts manually” on page 50](#).

If you need to define a specific range of account numbers, generate the group of accounts manually using the **Generate Accounts** option. For instructions, see [“To create an account group” on page 49](#).

- 8 Verify that the enrollment took place. For details, see [“To view and print group info” on page 53](#).

3 Business Application

► To edit the sample DB file

- 1 Extract the file that you downloaded and open the database files that you prefer to edit. The *business_sample.mdb* or *business_sample.xls* files are for simple enrollment, the only difference being whether you prefer to use Microsoft Access or Microsoft Excel to edit the database. The *business_sample_with_account.xls* file allows you to upload predefined account numbers, and is slightly more complex for most users.
- 2 Add the details for each user on a separate row. You must enter all of the details (other than extension) and cannot leave any rows blank.

First Name A name. (Required)
Last Name A name. (Required)
Email Valid email address. (Required)
Country A valid country code of up to three digits. Only numbers, not country names, can be used. (Required)

The **Country** field determines whether to allow the call when international dialing is blocked. Therefore, it is recommended that you define the IGC Server's local country code for IP phones.

AreaCode A valid area code of up to three digits. (Required for regular phones, but not IP phones)
Phone Telephone number of up to seven digits. (Required for regular phones, but not IP phones)
Extension Internal extension in a pbx of up to 10 numeric digits. (Required for IP phones, but not regular phones)



If you use an Excel DB file, do not edit the heading row.

	A	B	C	D	E	F	G
1	FirstName	Do not edit this row !		Country	AreaCode	Phone	Extension
2							
3							
4							

If you use an Access DB file, you must overwrite the first line, which is a repeat of the heading row. However, do not edit the headings themselves.

1	FirstName	LastName	Do not edit this row !		AreaCode	Phone	Extension
2	<Last name here>	<Last name here>	<Country code or country name here>	<Country code or country name here>	<Area code here>	<Phone here>	<Extension here>

- 3 Save the file.

Creating and Generating Accounts Manually

Create Account Group creates and names a database of IGC users. Members of the same account group can add other members of the group to teams without having to define them, use their own account numbers and PINs to join group calls, and can use the IGC Call Manager features with all group calls.

Generate Accounts adds accounts to an existing account group. You can use this to add Business accounts (IGC users) or Non-Entity accounts (to be used by IGC users to create their own Personal Users).

Each Business account that you enroll automatically generates 5 Non Entity accounts.



Non-Entity accounts are added to allow IGC users to create a large number of Personal Users.

If you find that the default number of Non-Entity users is too small for your needs, you can generate additional Non-Entity accounts.

► To create an account group

- 1 Click **Accounts Management > Create Account Group**.
- 2 Type a five-letter ID number to be used by the billing and reporting features into the **Group ID** field.
- 3 Type a descriptive name that will help you remember the group's function into the **Group Name** field.
- 4 Click **Submit**. This creates a group for which you can now generate a specific range of account numbers. For details see [To generate accounts manually](#).

3 Business Application

► To generate accounts manually

- 1 Click **Accounts Management > Generate Accounts**.
- 2 Type the common prefix that you want the account numbers to share into the **Prefix** field.
- 3 Type the number of account numbers you want to add to the account group into the **Count** field.
- 4 Type the Group ID for the account group into the **Group** field. Alternately, you can click the **Select** button for the **Group** field to open a pop-up window listing the existing groups, and click the relevant link.
- 5 If necessary, edit the group's expiration date. Accounts will stop being valid once the group expires.
- 6 Click **Submit** to generate randomly numbered accounts and add them to the group that you selected, all beginning with prefix that you defined.

► To delete accounts

- 1 Click **Accounts Management > Delete Accounts**.
- 2 Type the number of the account that you want to delete from the system or the name of the account group if you want to delete the entire group.
- 3 Click **Delete**.

Enrolling a New Account Manually

When new employees arrive, you need to create an account for them. The easiest way is to manually enroll the user. Enrolling a new account group is only recommended when you have to enroll a large number of employees.

► To enroll a user manually

- 1 Click **Accounts Management > Enroll User Manually**.
- 2 Type the five-letter Group ID number in the **Group** field.
- 3 Type an account number into the **Account Number** field, or leave it blank if you want IGC to generate the account number randomly.
- 4 Type the rest of the user's details in the appropriate fields. See ["To edit the sample DB file" on page 48](#) for a description of each field.
- 5 Click **Submit**.

3.3 Administrative Tools

Once the IGC Business application is up and running, you can add administrative features that help you manage the system and get the most value out of it.

- [Customer Care](#)
- [Features](#)
- [Billing](#)
- [Reporting](#)
- [Administrators](#)

Customer Care

The Customer Care tools helps you use IGC logs to maintain and manage your system. It displays information from the logs and lets you add area codes and call rates for use by the billing feature.

Viewing a User Profile

The **User Profile** page allows you to view all of the definitions in a user's profile. All you need to do is type one of the following three identifiers into the relevant field:

- Account number
- Telephone number
- Email

► To view and print a user profile

- 1 Click **Customer Care > User Profile**.
- 2 Type one of the following three identifiers into the relevant field:
 - Account number
 - Telephone number
 - Email.

User Profile

Please enter one of the following:

Account Number	<input type="text" value="1518666532"/>
Phone Number	<input type="text"/>
Email	<input type="text"/>

Request a User Profile

3 Business Application

3 ClickSubmit.

User Profile - Joe Jones:

Account Number	151666532
PIN	1234
User Type	Business
Owner	
First Name	Joe
Last Name	Jones
Secret Question	Secret Word
Secret Answer	Remoteability
Department	Other
Default Team ID	
Pronunciation	Joe Jones
Email	svib@vcon.co.il
Alias	
Prenotification Method	Email
Account Group	RAC02MRKET
Corporate	Corporate 2

Find Me List:

Country	Phone Number	Extension	Message	Order Number	Extension Prefix
Israel	51666532		0	1	

Sample User Profile

Error Codes

Lets you look up error codes.

➤ **To look up an error code**

- 1 Click **Customer Care > Error Codes**.
- 2 Select the error code from the drop-down menu and click **Submit**.

Error Logs

Lets you query the error logs for details of events by:

Internal Application. The options are:

- All
- Core Engine
- Telephony
- Web
- Java client
- Management
- Scheduler
- Cleaner

- Severity. The options are:
 - All
 - Debug
 - Information
 - Error
 - Fatal
- Start Date and Time
- End Date and Time

Group Info

Displays a table of users in an account group, which you can view or print.

➤ To view and print group info

- 1** Click **Customer Care > Group Info**.
- 2** Open the **Group** drop-down menu and select the group.
- 3** Click **Submit**.
- 4** Review the names and details of the users.
- 5** Click **Print**.

Teams Info

Allows you to view and print a table of the teams created by each user.

➤ To view and print teams info

- 1** Click **Customer Care > Teams Info**.
- 2** Open the **Group** drop-down menu and select the group.
- 3** Click **Submit**.
- 4** Review the names and details of the users.
- 5** Click **Print**.

3 Business Application

Scheduled Events

Lets you query the call schedule logs to generate a report of calls scheduled by a specific group or user.

➤ **To generate a report of scheduled events**

- 1 Click **Customer Care > Scheduled Events**.
- 2 Define the following parameters for your query:
 - Time and date range.
 - Group or specific account.

Scheduled Events

Starting Date	<input type="text" value="23/02/2004"/>	<input type="button" value="Select Date"/>
Starting Time	<input type="text" value="00:00"/>	
Ending Date	<input type="text" value="26/05/2004"/>	<input type="button" value="Select Date"/>
Ending Time	<input type="text" value="23:00"/>	
Service Provider	RA	
Corporate	C02	
Group	<input type="text"/>	<input type="button" value="Select"/>
Account	<input type="text" value="151666532"/>	

Scheduled Events Query

- 3 Click **Submit**.

Scheduled Events

Original Run Time	Event Type	Parameters	Event Name	Next Run
29/02/2004 12:55 PM	Prenotification	TEAMID=262,UID=151666532,PNT=5	Selling Ice to Eskimos	29/02/2004 12:55 PM
29/02/2004 1:00 PM	Group Call	TEAMID=262,UID=151666532	Selling Ice to Eskimos	29/02/2004 1:00 PM
22/03/2004 11:15 AM	Group Call	TEAMID=262,UID=151666532	Media Coverage	22/03/2004 11:15 AM

Scheduled Events Report for a Specific Account


Add Area Code

Allows you to add new area codes to IGC's database and to define the billing rates for dial-in and dial-out calls to and from the area code.

► To add or edit an area code

- 1 Click **Customer Care > Area Code** to open the **Add Area Code** pop-up window.

Add Area Code

Country Code (1 for US)	<input type="text"/>
Area Code	<input type="text"/>
Description	<input type="text"/>
Dialing Prefix (1 for US)	<input type="text"/>
Billing Per Minute (inbound)	<input type="text"/>
Billing Per Minute (outbound)	<input type="text"/>
Group	ALL 
<input type="button" value="Submit"/>	

Add Area Code

- 2 Define the following parameters for your query:

Country Code	A valid country code of up to three digits. Only numbers, not country names, can be used.
Area Code	A valid area code. Up to three numeric digits.
Description	Name or description of the area. Alphanumeric characters.
Dialing Prefix	A numeric prefix that must be dialed to make a call to another area code.
Billing Per Minute (inbound)	The rate to charge for dial-in IGC calls from this area code.
Billing Per Minute (outbound)	The rate to charge for dial-out IGC calls to this area code.

3 Business Application

Default Rates

Allows you to define a default inbound and outbound billing rates for IGC calls. You can define different rates for different countries and area codes.

► To set default rates

- 1 Click **Customer Care > Default Rates**.
- 2 Select the country for which the rates will apply.

Default Rates

Select Group:
Corporate 2-Marketing Department

Select Country:
USA/Canada

Next

Select Country for Default Billing Rates

- 3 Click **Next** to open the **Default Rates** page for the country in question.

	<u>Outbound</u>	<u>Inbound</u>
<input type="button" value="Update All"/>		
<u>Area Code</u>	<u>Outbound</u>	<u>Inbound</u>
LD Test (700)	0.08	0.08
North America (225)	0.08	0.08
North America - AB (403)	0.08	0.08
North America - AB (886)	0.08	0.08
North America - AI (264)	0.08	0.08
North America - AK (907)	0.08	0.08
North America - AL (205)	0.08	0.08
North America - AL (334)	0.08	0.08
North America - AN (268)	0.08	0.08
North America - AR (501)	1.06	1.06
North America - AR (870)	0.08	0.08
North America - AZ (520)	0.08	0.08
North America - AZ (602)	0.08	0.08

Set Default Billing Rates

- 4 Set the inbound and outbound rates.
- 5 Click **Update All**.

Server Status

Lets you view the status of server.

► **To view the status of an IGC server**

- 1 Click **Customer Care > Server Status**.
- 2 Select the IP address for the IGC Server from the drop-down menu.

Select Server:

1.1.1 ▼

Next

Select the IGC Server

- 3 Click **Next** to open the **Server Status** page.

Server:	1.1.1
Time:	Mon Feb 23 13:21:42 IST 2004
<hr/>	
Teams:	1
Users:	0
External Users:	0
<hr/>	
Trunk	Alarms
1	0
2	32
<hr/>	
Refresh	Monitor window...

Server Status Page

3 Business Application

Features

Contains tools for adding or removing optional features.

Group Features

Allows you to add or remove the following features from the entire group.

- International dialing privileges.
- Use of WebShare, which allows members of the group to share documents during a conference call.
- Use of WebEx, which allows members of the group to share applications and documents during a conference call.



WebShare and WebEx are licensed features that are available only if licensed and enabled on the IGC license key. For details, refer to [“IGC License Key” on page 11](#).

➤ **To add a group feature**

- 1** Click **Features > Group Features**.
- 2** Select the account group for whom you want to add or remove features.
- 3** Click **Next**.
- 4** Select or clear the relevant check box and click **Submit**.

User Features

Allows you to give an individual user international dialing privileges.

► To add international dialing privileges to an individual user

- 1 Click **Features > User Features**.
- 2 Select the account group for whom you want to add or remove features.
- 3 Click **Next**.
- 4 Select or clear the **Enabled** check box.

If you enable international dialing, define the code needed to make an international call in the **International Code** field.

Set International Parameters

<u>Parameter</u>	<u>Description</u>	<u>Value</u>
Enabled		<input checked="" type="checkbox"/>
International Code		<input type="text" value="011"/>

Setting International Dialing Parameters

- 5 Click **Submit Changes** in the popup window to return to the **Management Console** page.
- 6 Click **Submit Changes** in the **Management Console** page.

Please select a feature:

[INTL](#)

International Calls

If you had modified any of the above parameters, use the "Submit Changes" button below, for your changes to take effect.

Click Submit Changes Again

- 7 Select or clear the relevant check box, and click **Submit**.

3 Business Application

Services

Determines whether a telephone line is for the Business or Broadcast application.



You must log in as Administrator level **Admin** with password **sa** in order to add, update, or delete services.

► To add a service

- 1 Click **Features > Services**. This opens a list of the existing groups.

Services

[Check All](#) [Clear All](#)

Select	Service Type	Area Code	DNIS	Display Number
<input type="checkbox"/>	Business	9	9609700	+972-9-9609700
<input type="checkbox"/>	Broadcast	9	9609701	+972-9-9609701

Existing Services

- 2 Click **Add Service**.

Add Service

Service Type

Area Code

Carrier Phone Number

Phone Number to Display

Add Service

- 3 Select the type of application (Business or Broadcast) in the **Service Type** drop-down menu.
- 4 Enter the area code, phone number of the lead phone line, and the number to display in the **Call Manager**.
- 5 Click **Submit**.

➤ **To update an existing service**

- 1 Click **Features > Services**.
- 2 Click the **Business** or **Broadcast** link for the service that you want to update. This opens the **Update Service** pop-up window.

Update Service

Service Type	Business
Area Code	9
Carrier Phone Number	9609700
Phone Number to Display	972-9-9609700

Submit

Update Service

- 3 Edit the service definitions. Select the relevant application in the **Service Type** drop-down menu.
 - 4 Click **Submit**.
- **To delete a service**
- 1 Click **Features > Services**.
 - 2 Select the service(s) that you want to delete.
 - 3 Click **Delete**.

3 Business Application

Billing

Enables you to assign costs and bill for actual usage of IGC.

View Bill

Allows you to view and print an itemized bill for use of IGC by a group or individual account, based on the rates defined in **Customer Care**.

► To view a bill

- 1 Click **Billing > View Bill**.
- 2 Define the following parameters for your query:
 - Time and date range.
 - Group or specific account.

View Bill

Starting Date: 01/01/2004

Ending Date: 31/03/2004

Service Provider: RA

Corporate: C02

Group: MRKET

Account:

View Bill Parameters

- 3 Click **Submit**.

<< Record 1 of 2 >>

Billing Period: 01/01/2004 - 31/03/2004

Last Name	Jones	First Name	Jose
Account	151666532	Service Provider	RemoteAbility
Corporate	Corporate 2	Group	Marketing Department
Account Group	RAC02MRKET	Enabled	Yes
Account Type	Business	Expires	2005-02-23

Charges and Credits for: 01/01/2004 - 31/03/2004

Account	Date	Time	Item	Detail	Description	Quantity	Rate	Amount
Bill Totals:		Calls:	0			0.0		11.50.0
Company Totals:		Calls:	0.0			0.0		11.50.0

View Bill

- 4 Click **Print**.

Activity Report

Generates a report of each user's IGC activity, to help you analyze usage patterns.

➤ To generate an activity report

- 1 Click **Billing > Activity Report**.
- 2 Define the following parameters for your query:
 - Time and date range.
 - Group.

Activity Report

Starting Date

Ending Date

Service Provider
Corporate

Group

Activity Report Parameters

3 Click **Submit**.

Account Summary Report (Period: 01/02/2004 - 29/02/2004)

[Hide Users Details](#)

Last Name	First Name	Account	Calls	Minutes	Actual	Amount
Service Provider: RemoteAbility						
Corporate: Corporate 2						
Group: ven group						
Account Group: RAC02VEN10						
Bermbie	Jack	189730990	0	0.0	0	0.0
Bermbie	Jack	128657904	0	0.0	0	0.0
Corp2	Liran 1	484848484	2	1.0	0.01	0.00
Corp2	Liran 2	484848488	1	23.6	23.53	1.98
Corp2	Liran 3	484848444	0	0.0	0	0.0
Corp2	Liran 4 Call	484848888	0	0.0	0	0.0
es25	user	101990994	0	0.0	0	0.0
es20	user	100504030	0	0.0	0	0.0
Es291	Vanessa	777777777	1	23.1	23.03	1.94
es294	Vanessa	888888888	4	33.6	33.53	2.68
Hood	Robin	167408786	0	0.0	0	0.0
Hood	Robin	127900950	0	0.0	0	0.0
King	Carly	143625921	0	0.0	0	0.0
King	Carly	193482102	0	0.0	0	0.0
King	Midas	123296561	0	0.0	0	0.0
King	Midas	168800079	0	0.0	0	0.0
Q0265	Vanessa	111111111	3	40.8	40.69	3.26
Thumb	Tom	117685565	0	0.0	0	0.0
Thumb	Tom	141768897	0	0.0	0	0.0
Worlandland	Nice	118440928	0	0.0	0	0.0
Worlandland	Nice	154264062	0	0.0	0	0.0
Group Totals			11	122.10	121.69	11.974
Totals			11	122.10	121.69	11.974

View Activity Report

4 Click **Print**.

3 Business Application

Team Activity Report

Generates a report of each team's IGC activity, to help you analyze usage patterns.

➤ To generate a team activity report

- 1 Click **Billing > Team Activity Report**.
- 2 Define the following parameters for your query:
 - Time and date range.
 - Group.

Team Activity Report

Starting Date

Ending Date

Service Provider
Corporate

Group

Team Activity Report Parameters

3 Click **Submit**.

Teams Summary Report (Period: 01/02/2004 - 29/02/2004)

[Hide Users Details](#)

Team ID	Team Name	Team Creator	Calls	Minutes	Actual	Amount
Service Provider: RemiteAbility						
Corporate: Corporate 2						
Group: ven group						
Account Group: RAC02VEN10						
190	Venessa's Directory	11111111	0	0.0	0	0.0
191	Venessa's Directory	77777777	0	0.0	0	0.0
192	Venessa's Directory	88888888	0	0.0	0	0.0
193	My_desk	11111111	8	97.5	97.26	7.8
194	Liran 1's Directory	40404040	0	0.0	0	0.0
195	Liran 2's Directory	40404040	0	0.0	0	0.0
196	Liran 3's Directory	40404040	0	0.0	0	0.0
197	Liran 4/Ced's Directory	40404040	0	0.0	0	0.0
202	me	40404040	0	0.0	0	0.0
204	me 2	40404040	3	24.6	24.44	1.96
208	all	40404040	0	0.0	0	0.0
240	Tom's Directory	11708055	0	0.0	0	0.0
250	Rilee's Directory	11844092	0	0.0	0	0.0
251	Candy's Directory	12132562	0	0.0	0	0.0
252	Mia's Directory	12326991	0	0.0	0	0.0
253	Robin's Directory	12790050	0	0.0	0	0.0
254	Jack's Directory	13857804	0	0.0	0	0.0
255	Tom's Directory	14175897	0	0.0	0	0.0
258	Rilee's Directory	15426462	0	0.0	0	0.0
257	Candy's Directory	160348102	0	0.0	0	0.0
258	Mia's Directory	16989079	0	0.0	0	0.0
259	Robin's Directory	167486785	0	0.0	0	0.0
260	Jack's Directory	16875880	0	0.0	0	0.0
Group Totals			11	122.1	121.70	IL\$9.76
Totals			11	122.1	121.70	IL\$9.76

View Team Activity Report

4 Click **Print**.

Reporting

Reporting tools generate management reports that help you evaluate and analyze how IGC is being used in your organization. You can break down the use by team, group, type of call, use of external calls, etc.

Reports

Allows you to generate the following administrative reports:

Teams Usage Frequency	Total number of times that each team logged into the system within a defined time period.
Average Team Usage	Comparison of the average number of members logged into the system (appears in blue) with the total number of members in the team (appears in red). This is useful for identifying which teams make use of IGC and which may need guidance before they begin using IGC.
Peak Team Usage	Comparison of the average number of members logged onto the system during peak usage times, with the total number of members in the team.
Average Group Call Duration	Average duration of group calls in minutes.
Average Users VS Externals	Average number of registered members compared to externals users.
Main Features Comparison	Comparison of how often the Connect Member, connect Externals, and Whisper and Mute features are used for prenotification.
Pre Notification Methods Comparison	Comparison of how often email, phone and SMS are used for prenotification.

► To generate a report

- 1 Click **Reporting > Reports**.
- 2 Click the link for the report that you want to generate.
- 3 Perform the query and click **Execute Report**.

3 Business Application

Teams Usage

Generates a comprehensive management report that helps you evaluate and analyze IGC's usage by one or more teams. Special parameters filter out calls with too few users and calls that didn't begin as group calls.

► **To view a call log**

1 Click **Reporting > Teams Usage**.

2 Define the following parameters for your query:

Service Provider	This does not need to be defined in the Enterprise version of IGC.
Corporate	This does not need to be defined in the Enterprise version of IGC.
Group	
Start Date	First date in the date range for the report.
From Time	Start time for the period covered by the report.
End Date	Last date in the date range for the report.
To Time	End time for the period covered by the report.
Team IDs	You can define more than one team using a dash to create a range, and a comma to separate individual teams and ranges, For example: 1,8-15 refers to teams 1 and 8 through 15.
Number of Users To Start A Group Call	Minimum number of users that constitute a "group" call. This parameter filters out calls with too few members.
Number Of Minutes For A Call Attempt	Defines whether or not a call was originally intended to be a group call based on the number of minutes that only one person is on the line. If more than one person is connected within the number of minutes defined, the call is included in the report as a group call, otherwise it is filtered out.

Teams Usage Reports

Service Provider RemoteAbility

Corporate Corporate 2

Group Marketing Department

Start Date 01/01/2004

From Time 00:00

End Date 26/02/2004

To Time 23:00

Team(s) ID 1,8,15

Special Parameters

Number Of Users To Start A Group Call 2

Number Of Minutes For A Call Attempt 1

Teams Usage Parameters

- 3 Perform the query and click **Execute Report**.
- 4 Click **Print**.

3 Business Application

Administrators

In the **Administrators** page, you can change your password (and those of lower-level administrators), add and delete lower level administrators.

➤ To add an administrator

- 1 Click **Add Administrator**.
- 2 Select the permission level.
- 3 Select the system type (application).

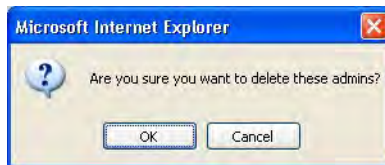


You cannot add an administrator that has permissions that you do not have. For example, a Business application administrator cannot add a Broadcast application administrator and vice-versa. However, a Combined application administrator can create a Business or Broadcast application administrator.

- 4 Click **Next >** to continue to the next page.
- 5 Type a username and password into the **Username** and **Password** fields respectively. IGC will name the group. In large IGC systems with multiple groups of administrators, you will have a choice of groups. Otherwise, ignore the **Group** field.
- 6 Click **Submit**.

➤ To delete an administrator

- 1 Click **Delete Administrator**.
- 2 Select the administrator(s) to delete.
- 3 Click **Delete**.
- 4 Click **OK** to confirm.



Confirm Deletion

➤ **To change your password**

- 1 Click **Change Password** to open the **Change Password** page.



The screenshot shows a web form titled "Change Password". It contains three text input fields stacked vertically. The first field is labeled "Re-type Current Password", the second is labeled "New Password", and the third is labeled "Confirm New Password". Below these fields is a "Submit" button.

Change Password Page

- 2 Type your old password into the **Re-type Current Password** field.
- 3 Type your new password into the **New Password** field.
- 4 Type the same new password into the **Confirm New Password** field.
- 5 Click **Submit**.

Management Parameters

The management parameters change the administrator password and configure the parameters that adapt IGC to your network and telephone infrastructure. See [“Configuring Management Parameters” on page 14.](#)

4 BROADCAST APPLICATION

This application is ideal for large conferences which need to be moderated. Broadcast conferences consist of a **Moderator**, a panel of **Speakers**, **Listeners** and **Listeners-on-Hold**.

Listeners and **Listeners-on-Hold** can only speak when authorized to do so by the moderator.

Unlike the Business application, IGC users can neither create Personal Users nor schedule their own conferences.

Broadcast application topics are:

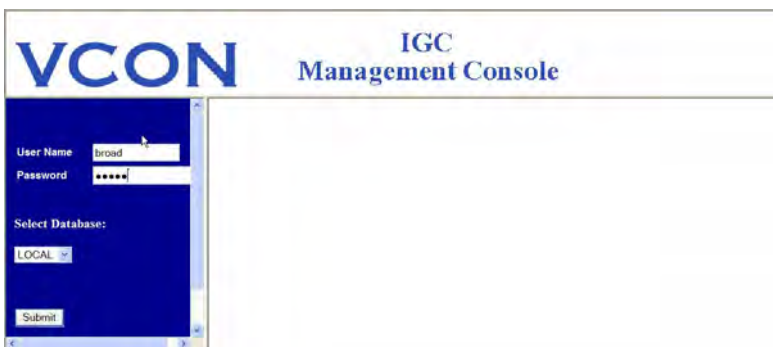
- [Logging In](#)
- [Enrollment](#)
- [Scheduling Calls](#)
- [Editing Groups](#)

4.1 Logging In

To start working, log into the Broadcast application from your browser.

► To log in

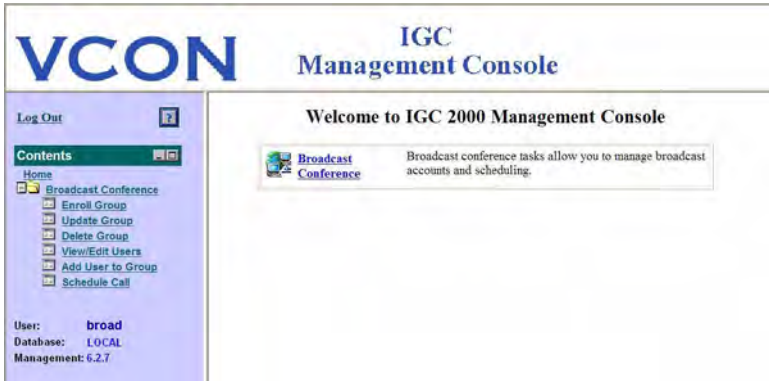
- 1 Open your browser to <http://conf.mycompany.com:8080>, in which [*mycompany.com*] represents the name of your organization's domain.
- 2 Type **broad** into the **User Name** and **Password** fields.



Log into the Broadcast Application

4 Broadcast Application

- 3 The main page of the **Management Console** opens.



Broadcast Application



IGC automatically logs out after 20 minutes of no activity.

4.2 Enrollment

Before Broadcast conferences can take place, you must define one or more **Groups**, which you can then schedule to hold one or more conferences. Each group can only have one moderator. You can enroll more than one group.



The enrollment process and the constitution of the DB file is different than for the Business application.

➤ To enroll a group

- 1 Click **Enroll Group**.
- 2 Click the **Download DB sample files** link. This downloads a compressed file containing two sample files, each of which is formatted for enrollment.
- 3 Edit and save the sample DB file. See [To edit the sample DB file](#) for details.
- 4 Type the name and path of the file that you just saved. The easiest way is by browsing to it.
- 5 Enter a name for the group in the **Subject** field.

6 Decide whether to select one or both of the following options:

Record this group's conversations Select this option to record each of this group's calls. The recorded call files reside in the folder defined for this purpose.

➤ **To define this folder in the Management Console**

1 Go to **Servers Management>Server Parameter**.

2 Click **Next**.

3 Click the **Interfaces** link.

4 In the **Recorded Files Path** box, enter the file path. The default path is *C:\pl*.

Enable international calling Select this option to allow the inclusion of international users in this group.

7. Click **Enroll Group >**.

8 Click **Finish**, or if you want to schedule a call immediately, you can click **Schedule Call >** instead.

➤ **To edit the sample DB file**

1 Edit and open the sample file that you prefer, depending on whether you edit in Excel or Access.

2 Add the details for each user on a separate row. You must enter all required details and cannot leave any rows blank.

First Name A name. (Required)

Last Name A name. (Required)

Country A valid country code of up to three digits. Only numbers, not country names, can be used. (Required)

The **Country** field determines whether to allow the call when international dialing is blocked. Therefore, it is recommended that you define the IGC Server's local country code for IP phones.

AreaCode A valid area code of up to three digits. (Required for regular phones, but not IP phones)

Phone Telephone number of up to seven digits. (Required for regular phones, but not IP phones)

Extension Internal extension in a pbx of up to 10 numeric digits. (Required for IP phones, but not regular phones)

4 Broadcast Application

Email Valid email address. (Required)

- Type**
- md** for the Moderator
 - sp** for a Speaker
 - ls** for a Listener
 - lh** for a Listener-On-Hold

(Required)

- Dial_in_out**
- in** for the user to dial in to IGC
 - out** for IGC to dial out to the user
- (Required)



If you use an Excel DB file, do not edit the heading row.

A	B	C	D	E	F	G	H	I
FirstName	Last	Do not edit this row !			Extension	Email	Type	Dial_in_out
2								
3								
4								

If you use an Access DB file, you must overwrite the first line, which is a repeat of the heading row. However, do not edit the headings themselves.

FirstName	LastName	Do not edit this row !			AreaCode	Phone	Extension
<First name here>	<Last name here>	<Email here>	<Country code or country name here>	<Area code here>	<Phone here>	<Extension here>	

- 3 Save the file.

4.3 Scheduling Calls

All Broadcast conferences are scheduled by the administrator.

► To schedule a call

- 1 Click **Schedule Call**.
- 2 Select the group to schedule from the **Group** drop-down menu.
- 3 Click **Next >** to continue to the next page.
- 4 Click **Schedule New Call >**.
- 5 Select a date and time. The **Select Date** button opens a calendar for selecting the date.



You can also type the URL of a Web page into the **Referral (URL)** field. This adds a link to the email, which is sent to all members of the group, where you can provide information on the topic of the conference.

- 6 Click **Schedule Call** to continue to the next page.
- 7 Click **Done** to exit the Schedule Call page.

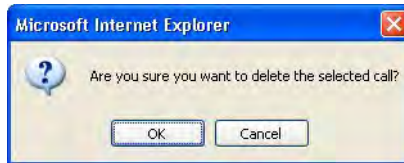
► To modify a scheduled call

- 1 Click **Schedule Call**.
- 2 Select the group to schedule from the **Group** drop-down menu.
- 3 Click **Next >** to continue to the next page, which contains a list of all calls scheduled for the group.
- 4 Select the call whose schedule you want to modify. You can only modify one scheduled call at a time.
- 5 Click **Modify**.
- 6 Edit the fields that you want to modify.
- 7 Click **Schedule Call** to continue to the next page.
- 8 Click **Done** to exit the Schedule Call page.

4 Broadcast Application

► To delete a scheduled call

- 1 Click **Schedule Call**.
- 2 Select the group to schedule from the **Group** drop-down menu.
- 3 Click **Next >** to continue to the next page, which contains a list of all calls scheduled for the group.
- 4 Select the call(s) whose schedule(s) you want to delete.
- 5 Click **OK** in the dialog box that pops up.



Confirm Deletion

- 6 Click **Done** to exit the **Schedule Call** page.

4.4 Editing Groups

You can edit and delete groups at any time.

- [Updating Groups](#)
- [Deleting Groups](#)
- [Adding Users](#)
- [Viewing/Editing Users](#)

Updating Groups

This allows you to define advanced group options:

- Record this group's conversations
- Enable international calling

► To update a group

- 1 Click **Update Group**.
- 2 Select the group to schedule from the **Group** drop-down menu.
- 3 Click **Next >** to continue to the next page.
- 4 Select or clear each of the following options and click **Update**:
 - Record this group's conversations
 - Enable international calling
- 5 Click **Update**.

Deleting Groups

This allows you delete a group when it is no longer needed.

► To delete a group

- 1 Click **Delete Group**.
- 2 Select the group to delete from the **Group** drop-down menu.
- 3 Click **Delete Group**.
- 4 Click **OK** to confirm.



Confirm Deletion

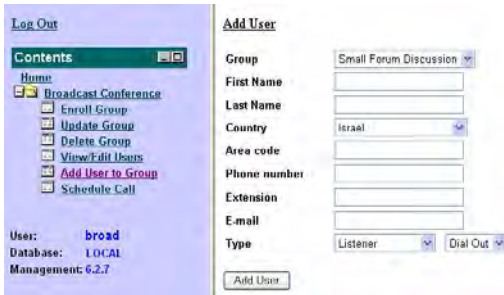
4 Broadcast Application

Adding Users

This allows you add users to a group.

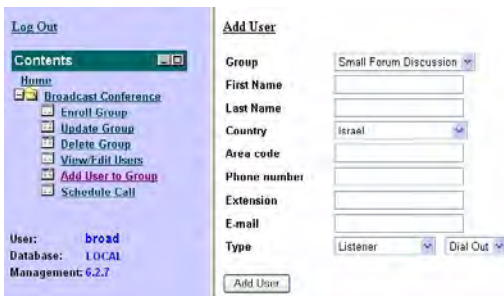
► To add a user

- 1 Click **add user to group**.
- 2 Select the group from the **Group** drop-down menu.
- 3 This opens the **Add User** page.



Add User to Group Page

- 4 Select the group and enter all of the user's details.



Enter the User's Details

- 5 Click **Add User**.
- 6 If you want to add another user, click < **Back** to return to the **Add User** page.

Viewing/Editing Users

This allows you to view and edit the details of group members.

► To view a user

- 1 Click **View/Edit Users**.
- 2 Select the group to edit from the **Group** drop-down menu.
- 3 In the **View/Edit Users** page, the list of users in the group appears.

View/Edit Users

[Check All](#) [Clear All](#)

Select	Account	Name	Email	Phone
<input type="checkbox"/>	269019260	Angel Jack	jangel@vcon.com	4351223456
<input type="checkbox"/>	851564684	Benimble Jack	jbenimble@vcon.com	6171226723
<input type="checkbox"/>	377476407	Bigbad Wolf	wbigbad	2149593342
<input type="checkbox"/>	612483358	Hill Billy	bhill@vcon.com	2142990577
<input type="checkbox"/>	867874184	Hood Robin	rhood@vcon.com	6171782541
<input type="checkbox"/>	174898868	Kane Candy	ckane@vcon.com	2121502004
<input type="checkbox"/>	130088477	King Midas	mking@vcon.com	6179892094
<input type="checkbox"/>	107000071	Pan Peter	ppan@vcon.com	5082323232
<input type="checkbox"/>	986463907	Pooh Winnie	wpooh@vcon.com	2022345663
<input type="checkbox"/>	998321393	Raytooth Fay	fraytooth@vcon.com	5087654321
<input type="checkbox"/>	970958954	Rella Cindy	crella@vcon.com	5089890532
<input type="checkbox"/>	716080182	Thumb Tom	thumb@vcon.com	5089895203
<input type="checkbox"/>	426320976	Wonderland Alice	awonderland@vcon.com	2121655677

< Back

Delete Users

Cancel

View Users

4 Broadcast Application

► To Edit the Details of a User

- 1 From the **View/Edit Users** page, click the link for the user whose details you want to edit.
- 2 This opens the **Update User** page.

Update User

UID: 174896868

First Name: Candy

Last Name: Kane

Country: USA/Canada

Area code: 212

Phone number: 1602004

Extension:

E-mail: ckano@vcon.com

Type: Listener

Dial Out

< Back Update

Update User Page

- 3 Click **Update**.

► To delete a user

- 1 In the **View/Edit Users** page, select the users that you want to remove from the group.
- 2 Click **Delete**.
- 3 Click **OK** in the dialog box that pops up.



Confirm deletion

5 SERVICE PROVIDER ACCOUNT

The Service Provider account enables you to create and manage child accounts, each with their own administrators. As the parent administrator, you can also view and manage the child accounts. Once logged in, you can perform all of the operations described in “[Business Application](#)” on page 45 and “[Broadcast Application](#)” on page 71, in addition to creating and managing new Business and Broadcast accounts.

Combined application topics are:

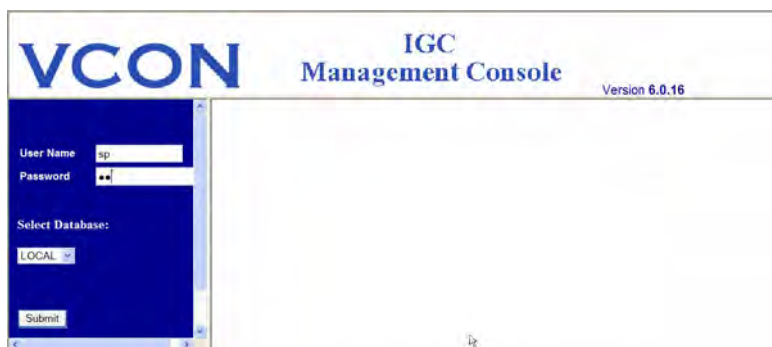
- [Logging In](#)
- [Administrators](#)

5.1 Logging In

To start working, log into the Service Provider account from your browser.

► To log in

- 1 Open your browser to <http://conf.mycompany.com:8080>, in which [*mycompany.com*] represents the name of your organization's domain.
- 2 Type **SP** into the **User Name** and **Password** fields.



Log into the Service Provider Account

5 Service Provider Account

- 3 The main page of the **Management Console** opens.



Service Provider Account



IGC automatically logs out after 20 minutes of no activity.

5.2 Administrators

In the **Administrators** page, you can change your password (and those of lower-level administrators), add and delete lower level administrators.

► To add an administrator

- 1 Click **Add Administrator**.
- 2 Select the permission level.
- 3 Select the system type (application).



You cannot add an administrator that has permissions that you do not have. For example, a Business application administrator cannot add a Broadcast application administrator and vice-versa. However, a Combined application administrator can create a Business or Broadcast application administrator.

- 4 Click **Next >** to continue to the next page.

5 Type a username and password into the **Username** and **Password** fields respectively. IGC will name the group. In large IGC systems with multiple groups of administrators, you will have a choice of groups. Otherwise, ignore the **Group** field.

6 Click **Submit**.

➤ **To delete an administrator**

1 Click **Delete Administrator**.

2 Select the administrator(s) to delete.

3 Click **Delete**.

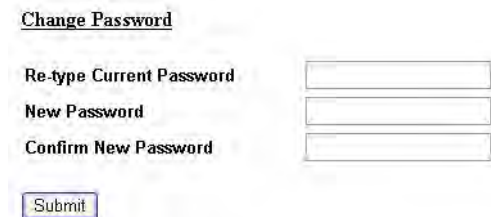
4 Click **OK** to confirm.



Confirm Deletion

➤ **To change your password**

1 Click **Change Password** to open the **Change Password** page.



Change Password Page

2 Type your old password into the **Re-type Current Password** field.

3 Type your new password into the **New Password** field.

4 Type the same new password into the **Confirm New Password** field.

5 Click **Submit**.

6 COMMON OPERATIONS AND SHORTCUTS

This chapter contains the following common operations and shortcuts for easy reference:


- [Changing the Server Administrators' Default Password](#)
- [Changing the IGC Administrator's Password](#)
- [Changing the Language](#)
- [Adding a Group in the Business Application](#)
- [Adding an Administrator](#)
- [Anti-Virus](#)
- [Windows Update](#)
- [IIS Lockdowns](#)
- [Restoring Dialogic Device Default Configuration](#)

6.1 Changing the Server Administrators' Default Password

IGC comes with a default password, which should be changed to prevent unauthorized access to the Management Console. Furthermore, it is recommended that you change the password occasionally to further secure the system.

➤ To change the System Administrator's password

- 1 Select **Administrators > Change Password**.



Change Password

Re-type Current Password

New Password

Confirm New Password

Submit

Change Password Page

- 2 Type your old password into the **Re-type Current Password** field.

6 Common Operations and Shortcuts

- 3 Type your new password into the **New Password** field.
- 4 Type the same new password into the **Confirm New Password** field.
- 5 Click **Submit**.

6.2 Changing the IGC Administrator's Password

It is possible to change the administrator password on the IGC Server. This process includes the following procedures:

- [Editing the CoreEngine.ini File](#)
- [Setting Passwords for all Scheduled Tasks in the Queue](#)

Editing the *CoreEngine.ini* File

➤ **To edit the *CoreEngine.ini* file**

- 1 Open `c:\pl\ Core Engine \CoreEngine.ini`.
- 2 Search for “webcred=remoteability”.
- 3 Replace “remoteability” with the new password.

Setting Passwords for all Scheduled Tasks in the Queue

➤ **To set the passwords for all IGC scheduled tasks residing in the scheduled task queue**

- 1 In Windows **Control Panel**, click **Scheduled Tasks**.
- 2 Right-click a task and select **Properties**.
- 3 Click **Set Password**.
- 4 Enter the new password and confirm.
- 5 Repeat this procedure for all tasks in the scheduler.

6.3 Changing the Language

► To change the language used by IGC

1 Select **Configuration > Management Parameters**.

Log Out

Contents

- Home
- Servers Management
- Features
- Administrators
- Utilities
- Configuration
 - Management Parameters**
 - Modules Versions
- Backup Customer Data

User: admin
Database: LOCAL
Management: 6.2.7

ATTENTION! Modifying parameters with invalid values may cause system instability, please modify them with caution.

If you change any parameters colored **red**, you must restart the web server in order for the new values to take effect.

If you change the parameter **DEFAULT_COUNTRY**, you must also restart the IGC server.

Management Parameters

CORP_ADMIN_PERMISSION	<input type="text" value="20"/>	<input type="button" value="Delete..."/>
GROUP_ADMIN_PERMISSION	<input type="text" value="10"/>	<input type="button" value="Delete..."/>
PLADMIN_PERMISSION	<input type="text" value="100"/>	<input type="button" value="Delete..."/>
SP_ADMIN_PERMISSION	<input type="text" value="30"/>	<input type="button" value="Delete..."/>
MONITORING_SERVER_ADDRESS	<input type="text" value="192.168.0.4"/>	<input type="button" value="Delete..."/>
MONITORING_SERVER_PATH	<input type="text" value="/bb/system.html"/>	<input type="button" value="Delete..."/>
FIRST_INDEX	<input type="text" value="1"/>	<input type="button" value="Delete..."/>
MAX_NUM_OF_PARAMETERS_PER_SERVER	<input type="text" value="10"/>	<input type="button" value="Delete..."/>
MAX_NUM_OF_ROWS_PER_PAGE	<input type="text" value="5"/>	<input type="button" value="Delete..."/>
ACCESS_DRIVER	<input type="text" value="jdbc:odbc:access"/>	<input type="button" value="Delete..."/>

Management Parameters

2 Scroll down to the **LANGUAGE** parameter.

INFO_MAIL_SUBJECT

LANGUAGE

LOCALE

MAXTEAMSIZE

SERVER_NAME_PREFIX

<input type="text" value="IGC Team Information"/>	<input type="button" value="Delete..."/>
<input type="text" value="default"/>	<input type="button" value="Delete..."/>
<input type="text" value="default"/>	<input type="button" value="Delete..."/>
<input type="text" value="English"/>	<input type="button" value="Delete..."/>
<input type="text" value="French"/>	<input type="button" value="Delete..."/>
<input type="text" value="German"/>	<input type="button" value="Delete..."/>
<input type="text" value="Spanish"/>	<input type="button" value="Delete..."/>

Language Options

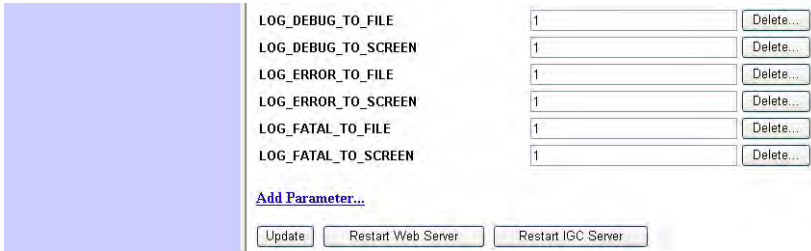
3 Select the language that you want to use. The default is US English.



Do not edit the **LOCALE** field unless you are sure that it is necessary and have confirmed this with Emblaze VCON's IGC Technical Support personnel.

6 Common Operations and Shortcuts

4 Click **Update**.



LOG_DEBUG_TO_FILE	1	Delete...
LOG_DEBUG_TO_SCREEN	1	Delete...
LOG_ERROR_TO_FILE	1	Delete...
LOG_ERROR_TO_SCREEN	1	Delete...
LOG_FATAL_TO_FILE	1	Delete...
LOG_FATAL_TO_SCREEN	1	Delete...

[Add Parameter...](#)

Update, Restart Web Server, and Restart IGC Server Buttons

- 5 Click **Back** to return to the previous page, where you can then restart the Web Server.
- 6 Click **Restart Web Server**.

6.4 Adding a Group in the Business Application

An account group is a database of IGC users. In the Business application, members of the same account group can:

- Add other members of the group to teams without having to define them
- Use their own account numbers and PINs to join group calls
- Use the IGC Call Manager features with all group calls.

➤ To create an account group

- 1 Click **Accounts Management > Create Account Group**.
- 2 Type a five-letter ID number to be used by the billing and reporting features into the **Group ID** field.
- 3 Type a descriptive name that will help you remember the group's function into the **Group Name** field.
- 4 Click **Submit** to create the group. For details see ["To generate accounts manually"](#).

➤ To generate accounts manually

- 1 Click **Accounts Management > Generate Accounts**.
- 2 Type the common prefix that you want the account numbers to share into the **Prefix** field.
- 3 Type the number of account numbers you want to add to the account group into the **Count** field.
- 4 Type the Group ID for the account group into the **Group** field. Alternately, you can click the **Select** button for the **Group** field to open a pop-up window listing the existing groups, and click the relevant link.
- 5 If necessary, edit the group's expiration date. Accounts will stop being valid once the group expires.
- 6 Click **Submit** to generate randomly numbered accounts and add them to the group that you selected, all beginning with prefix that you defined.

6.5 Adding an Administrator

In the **Administrators** page, you can add administrators.

► **To add an administrator**

- 1 Click **Add Administrator**.
- 2 Select the permission level.
- 3 Select the system type (application).



You cannot add an administrator that has permissions that you do not have. For example, a Business application administrator cannot add a Broadcast application administrator and vice-versa. However, a Combined application administrator can create a Business or Broadcast application administrator.

- 4 Click **Next >** to continue to the next page.
- 5 Type a username and password into the **Username** and **Password** fields respectively. IGC will name the group. In large IGC systems with multiple groups of administrators, you will have a choice of groups. Otherwise, ignore the **Group** field.
- 6 Click **Submit**.

6.6 Anti-Virus

It is recommended that you install Anti-Virus software on the IGC server and update it regularly.

6.7 Windows Update

It is recommended that you install Windows updates as they become available.

6.8 IIS Lockdowns

It is possible to run the lockdown tool with the following restrictions:

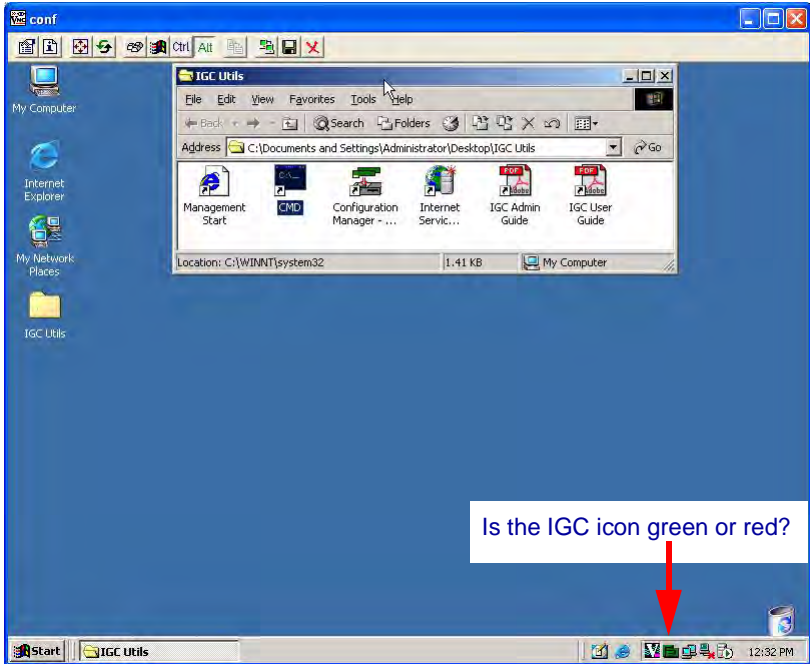
- Do Not** install the **URLScan filter**.
- Do not disable any of the following three services:
 - HTTP
 - FTP
 - SMTP

6.9 Restoring Dialogic Device Default Configuration

If you encounter an interface problem while using a Dialogic interface board, you can restore the default configuration for an IGC Dialogic board.

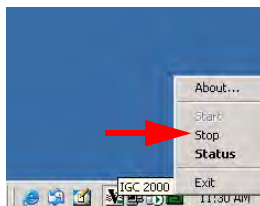
► To restore a Dialogic board to its default configuration

- 1 Make sure that IGC service is stopped. If it is running, the IGC icon in Windows System Tray is green; if it is stopped, the icon is red.



IGC Server Desktop and IGC Icon

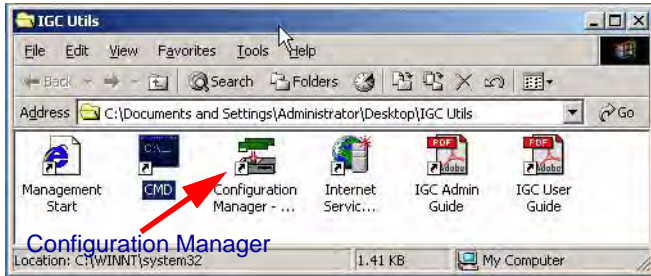
To stop the service, right-click the icon and select **Stop**.



Stop the service if the IGC Icon is red

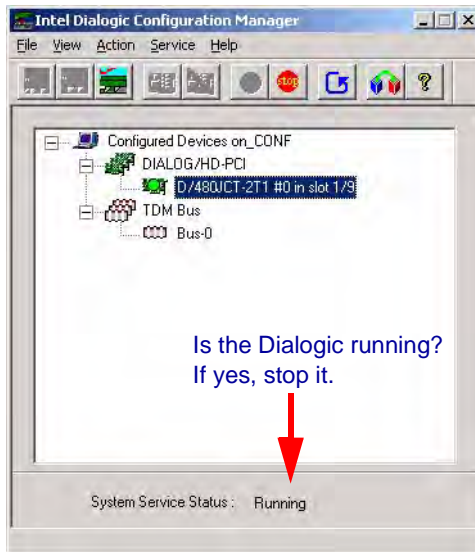
6 Common Operations and Shortcuts

- 2 Run the **Configuration Manager** application.



Configuration Manager

- 3 Make sure that the Dialogic service is not running.



Is the Dialogic Board Running?

- 4 Right-click on the IGC board to configure and select **Restore Device Defaults**.

7 TROUBLESHOOTING

This chapter discusses the following types of issues that may arise as you work with IGC, and their suggested solutions.

- [Management Console Problems](#)
- [Telephone Connection Problems](#)

7.1 Management Console Problems

Examples of management console issues are:

- [Wrong Java Virtual Machine](#)
- [Java Virtual Machine Disabled](#)

Wrong Java Virtual Machine

Early versions of IGC only supported Microsoft Java Machine. If you the Wrong Java Virtual Machine page appears, update to the latest version of IGC.



Wrong Java virtual machine

This site is designed to work with the Microsoft Internet Explorer's Java Virtual Machine.

Your Java Virtual Machine is a plug-in of

To use this web site, please disable the plug-in as the default JVM for the Internet Explorer, and restart IE.

To disable the plug-in, please follow these steps:

- Run the Control Panel->Java Plug-in.
- Click on the "Browser" tab and uncheck the checkbox "Microsoft Internet Explorer".

If you don't have the "Browser" tab, you will need to uninstall the plug-in.

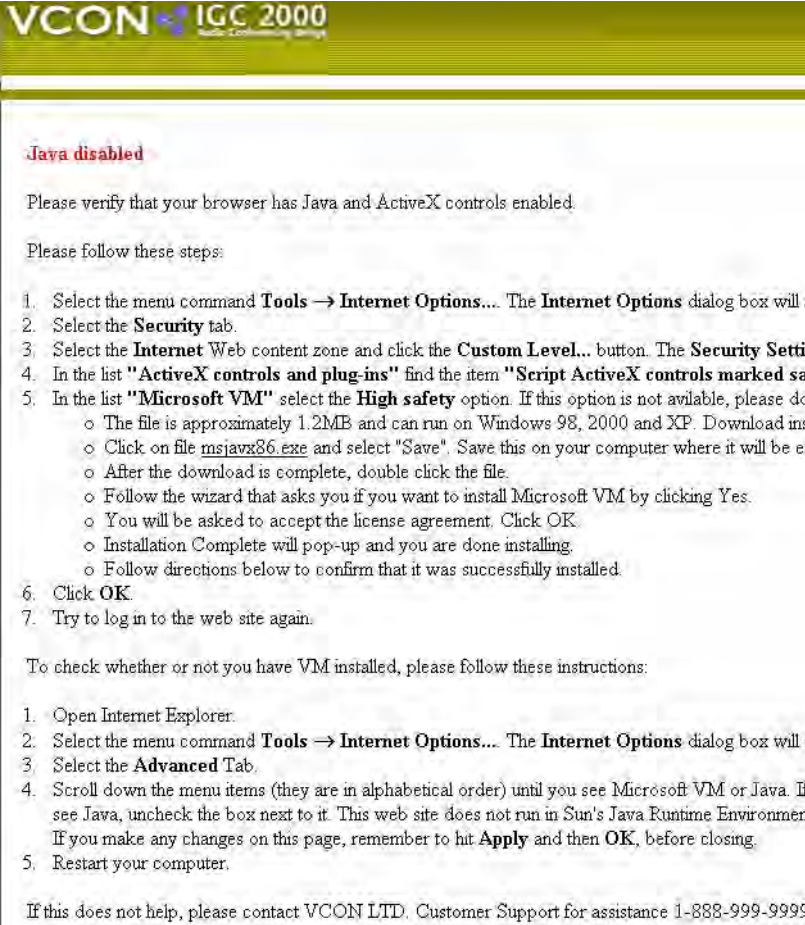
If this does not help, please contact VCON LTD. Customer Support for assistance 1-888-999-9999.

Wrong Java Virtual Machine

Java Virtual Machine Disabled

The Java Disabled page appears under any of the following conditions:

- No Java Virtual Machine is installed or enabled
- The version of Sun Java Virtual Machine that is installed and enabled is older than version 1.4.2_02
- Your **Internet Options ...** settings do not support IGC



Java disabled

Please verify that your browser has Java and ActiveX controls enabled.

Please follow these steps:

1. Select the menu command **Tools** → **Internet Options...** The **Internet Options** dialog box will appear.
2. Select the **Security** tab.
3. Select the **Internet Web** content zone and click the **Custom Level...** button. The **Security Settings** dialog box will appear.
4. In the list "**ActiveX controls and plug-ins**" find the item "**Script ActiveX controls marked safe for scripting**".
5. In the list "**Microsoft VM**" select the **High safety** option. If this option is not available, please do the following:
 - o The file is approximately 1.2MB and can run on Windows 98, 2000 and XP. Download it from www.java.com.
 - o Click on file [msjvax36.exe](#) and select "Save". Save this on your computer where it will be easy to find.
 - o After the download is complete, double click the file.
 - o Follow the wizard that asks you if you want to install Microsoft VM by clicking Yes.
 - o You will be asked to accept the license agreement. Click OK.
 - o Installation Complete will pop-up and you are done installing.
 - o Follow directions below to confirm that it was successfully installed.
6. Click **OK**.
7. Try to log in to the web site again.

To check whether or not you have VM installed, please follow these instructions:

1. Open Internet Explorer.
2. Select the menu command **Tools** → **Internet Options...** The **Internet Options** dialog box will appear.
3. Select the **Advanced** Tab.
4. Scroll down the menu items (they are in alphabetical order) until you see Microsoft VM or Java. If you see Java, uncheck the box next to it. This web site does not run in Sun's Java Runtime Environment. If you make any changes on this page, remember to hit **Apply** and then **OK**, before closing.
5. Restart your computer.

If this does not help, please contact VCON LTD. Customer Support for assistance 1-888-999-9999

Java Disabled

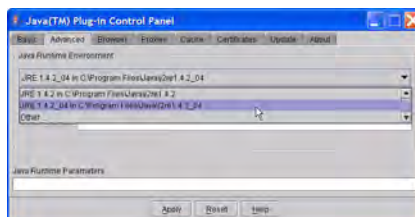
➤ **To upgrade Sun Java Virtual Machine to the latest version**

- 1 Download the most up-to-date version of Sun Java Virtual machine from the **Download J2SE JRE** link at <http://java.sun.com/j2se/1.4.2/download.html>.



Upgrade Sun Java Machine

- 2 Open **Start > Control Panel > Java Plug-in > Advanced** and select the new version of Sun Java Virtual Machine.



Upgrade Sun Java Machine

- 3 Click **Apply**.
- 4 Restart Windows.

7 Troubleshooting

► To edit your Internet Options settings

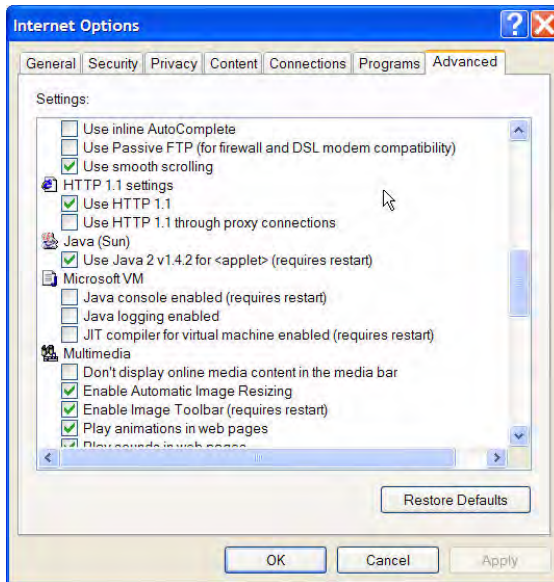
- 1 Open Internet Explorer and select **Tools > Internet Options ... > Advanced**.
- 2 Scroll down until you see the **Java (Sun)** and/or **Microsoft VM** settings.

If you do not see either one, then you need to install and enable a Java machine. The Java Machine Disabled page contains a download link for the Microsoft Java Machine.

If you see both, make sure that only one has options selected.

If you select the **Java (Sun)** setting, click **OK** and restart Internet Explorer.

If you select the **Microsoft VM** settings, you need to continue to the next step.



Select Options for Only One Java Virtual Machine

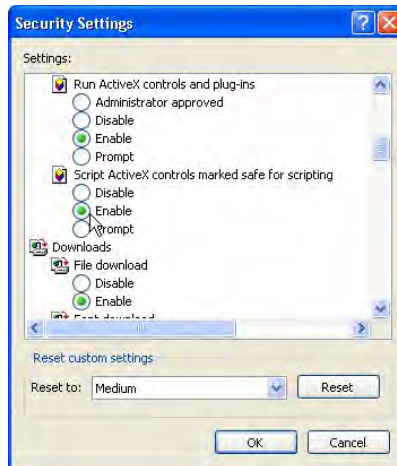
- 3 Select the **Security** tab.

- 4 Notice which zone is selected and click the **Custom Level ...** button to edit that zone.



Custom Web Zone

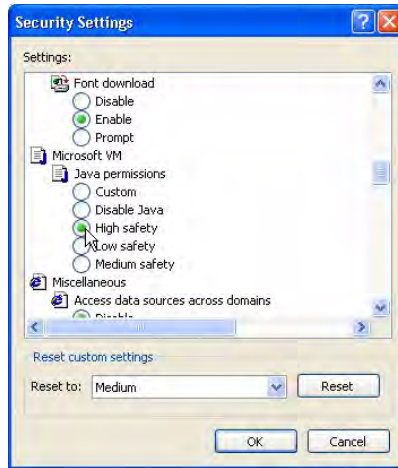
- 5 Scroll down to **ActiveX controls and plug-ins > Script ActiveX controls marked safe for scripting** and select **Enable**.



Enable ActiveX Controls

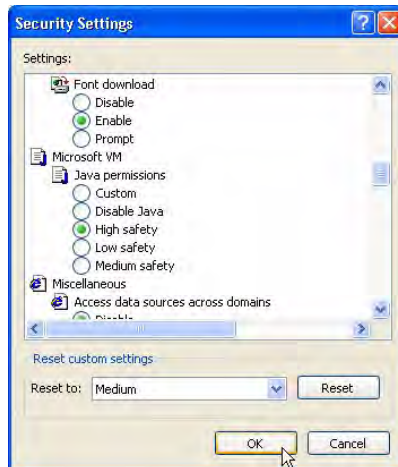
7 Troubleshooting

- 6 Scroll down to **Microsoft VM** and select **Enable**. If **Microsoft VM** is not listed, you need to run *msjavx86.exe* (the file that you downloaded from the Emblaze VCON site).



Enable Microsoft VM

- 7 Click **OK**.



Accept New Security Settings

- 8 Restart Internet Explorer.

ActiveX is Not Enabled

If an error message pops up notifying you that ActiveX controls are not enabled, you need to enable them in your browser.

► To enable ActiveX controls

- 1 Open Internet Explorer and select **Tools > Internet Options ... > Security**.
- 2 Scroll down to **ActiveX controls and plug-ins > Script ActiveX controls marked safe for scripting** and select **Enable**.



Enable ActiveX Controls

- 3 Click **OK**.

7.2 Telephone Connection Problems

Examples of telephone connection issues and their suggested solutions are:

Problem	Check
Busy Signal/No Link on PBX	Check if the green light is lit on the dialogic board when a physical link is established between the IGC server and the PBX.
Busy Signal When Link is Active	If the red light is lit, check that the protocols on both sides are compatible with each other, for example ISDN protocol on each side. You can reconfigure the protocols in the Dialogic Configuration Manager
Busy Signal when Link Active and Protocol is OK	If the green light is lit and the protocols are compatible, check if the IGC application is running.
Cannot Dial-Out	Check that no additional numbers are being added by the PBX and that the number is configured correctly in the user profile.

A BACKING UP/RESTORING IGC SYSTEM DATA

IGC has a built-in utility for backing up and restoring important system data, such as, Users, Teams, Scheduled Calls, etc. The backup and restore utility consists of:

C:\PL\Utils\Backup\Db_backup.bat	backup utility
C:\PL\Utils\Backup\ Db_backup.dat	IGC database backup
C:\PL\Utils\Backup\Config.zip	IGC telephony settings backup

► To initiate a backup

- 1 Log into the IGC as an Administrator.
- 2 Open a DOS command line and change directory to *C:\PL\Utils\Backup*
- 3 Type **db_backup** in the command line and press <Enter>.
- 4 Copy the following files to external media for storage:
 - *C:\PL\Utils\Backup\ Db_backup.dat*
 - *C:\PL\Utils\Backup\Config.zip*

► To schedule regular backups

- 1 Open **Control Panel > Scheduled Tasks > Add Scheduled Task**.
- 2 Follow the instructions in the wizard. When asked to select a program to schedule, select *C:\PL\Utils\Backup\Db_backup.bat*



Recommendation

Schedule daily backups to take place at night.

► To restore data from a backup file

- 1 If your backup files are on external media, copy them to the *C:\PL\Utils\Backup* directory.
- 2 Log into the IGC as an Administrator.
- 3 Open a DOS command line and change directory to *C:\PL\Utils\Backup*
- 4 Type **db_backup restore** in the command line and press <Enter>.



The command used to run the utility determines whether you backup data or restore it from backup.

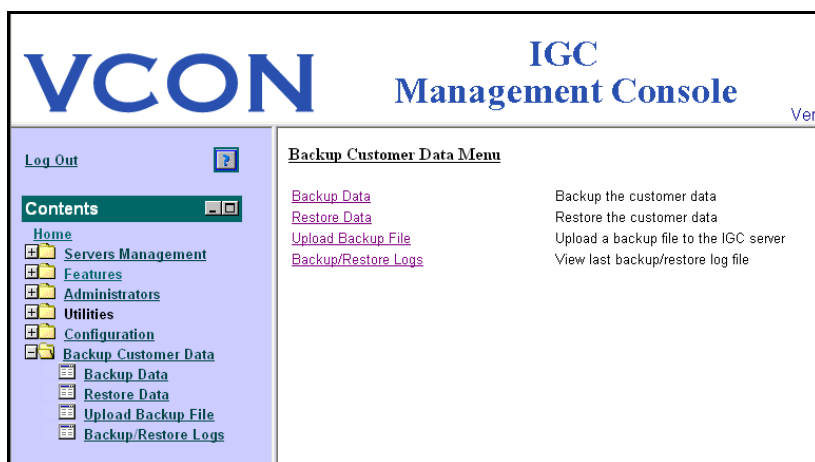
B BACKING UP/RESTORING CUSTOMER DATABASE

IGC has a built-in utility for backing up and restoring your user accounts and configurations. It is accessible from the IGC Management Console.

B.1 Initiating Backup and Restore

► To initiate a backup of the user data

- 1 In the Management Console, open **Backup Customer Data > Backup Data**.



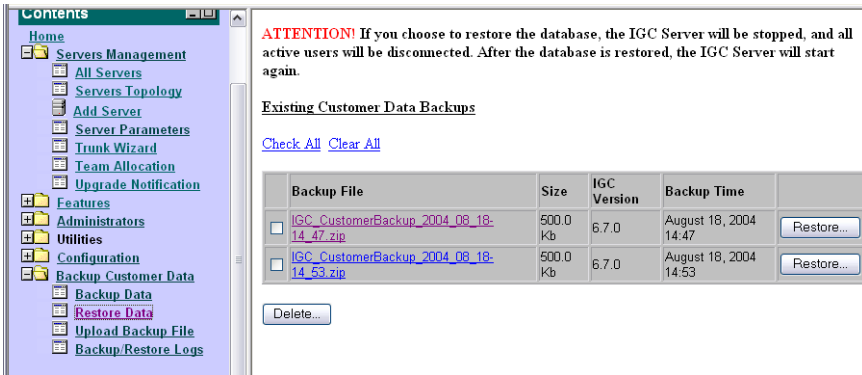
Backup Customer Data Menu

- 2 Click **Start Backup**.

The IGC creates the backup file and saves it on your network. The filename includes the date and time. For example, a backup file named *IGC_CustomerBackup_2004_08_18-14_47.zip* indicates that the file was created on August 18, 2004, at 2:47 PM.

B Backing up/Restoring Customer Database

- **To restore user data on the IGC Server from a backup file**
 - 1 In the Management Console, open **Backup Customer Data > Restore Data**. A list of backup files appears.



Customer Data Backup List

- 2 Click **Restore** next to the file you want.

The restored file overwrites any changes that were made since the file was backed up.

- **To upload a backup file to your IGC Server from another location**
 - 1 In the Management Console, open **Backup Customer Data > Upload Backup File**.
 - 2 Browse and select the backup file.
 - 3 Click **Upload**. The backup file appears in the Customer Data Backup list.

B.2 Backup/Restore Log File

If errors occur during backup or restore, send the latest log file to Emblaze VCON Technical Support.

- **To open a backup/restore log file**
 - 1 In the Management Console, open **Backup Customer Data > Backup/Restore Logs**.
 - 2 Click **Last Backup File** or **Last Restore File**.
 - 3 Save and send the file to Emblaze VCON Technical Support (techsup@emblaze-vcon.com).

C IGC RESCUE CDs

If a server problem results in the need to reinstall the IGC application, use the supplied rescue CDs which install the IGC using its default configuration.

➤ **To run the IGC rescue program**

- 1** Insert Rescue CD no. 1 into the server's CD drive and restart the server.
- 2** When prompted to do so, insert the other rescue CDs until the process ends.
- 3** Remove the last CD from the CD drive.
- 4** Restart the server.

If the rescue process was successful, the IGC runs according to its default configuration. To restore your previous user database, run the Restore Database procedure (see [“Backing up/Restoring IGC System Data” on page 103](#)).

D MITEL PBX INTERFACE WITH IGC 2000 SERVER

This appendix describes the configuration of Mitel Networks PBXs to correctly interface to the IGC 2000. For more information on the configuration of the IGC, please refer to *Mitel 3300 -RemoteAbility IGC Integration Specifications VI*. Note that all PBX configuration should be undertaken by a qualified Technician.

D.1 3300ICP with ISDN or SX2000 with ISDN

- 1 Attach Emblaze VCON IGC server T1 link to NSU, DSU or Embedded PRI card.

Configure hardware for Line Termination through jumpers or DIP switch – please refer to the Technician’s Handbook of the correct product (3300 or SX2000).

- 2 Connect to server with a straight through cable.

- 3 Program trunks.

For example, please see Example of T1 PRI programming on 3300.

- 4 Program PRI link characteristics though IMAT (for NSU or DSU) or through ESM (embedded PRI card in 3300ICP).

Protocol used is DMS-250, user side.

- 5 Reset NSU or PRI card to allow new configuration to load.

- 6 Test link to server by dialing <feature access code for individual trunk access> <trunk number><any 4 digit number>< # > e.g.
<**2><6101><1000><#>.

You should hear “Welcome to Remoteability.”

- 7 Program ARS so that a single four digit number accesses the IGC system.

- Program trunk group.
- Add trunks to trunk group.
- Create Digit Modification Assignment.
- Create Route Assignment.
- Create ARS Digits Dialed Assignment.

Please see Example of ARS Programming on 3300 or SX2000.

D.2 Example of T1 PRI programming on 3300 or SX2000

Class Of Service - changes from default values

Public Network Access via DPNSS	Yes
ANI/DNIS/ISDN Number Delivery	Yes

Link Descriptor Assignment

Number:	4
Address for Message Control:	A
BER - Maintenance Limit, 10**-n:	4
BER - Service Limit, 10**-n:	3
Data Call Alternate Digit Inversion:	Yes
Framing Losses in 24 hrs - Maintenance Limit:	255
Framing Losses in 24 hrs - Service Limit:	9000
Integrated Digital Access:	ISDN NODE
Satellite Link Delay:	No
Slip Rate - Maintenance Limit (slips/24hr.):	5000
Slip Rate - Service Limit (slips/24hr.):	7000
Alarm Debounce Timer - Service Limit (millisec.):	500
Voice Encoding:	Invert
Data Encoding:	Nil
QSIG Private Network Access:	No
Digital Link Fault Delay Timer (sec.):	240
Termination Mode:	LT
T1 Only:	
B8ZS Zero Code Suppression:	Yes
Operation Mode:	DSX-1
CSU Tx Line Build-Out (dB.):	
DSX-1 Line Length (Ft.):	0-133
Extended Super Frame:	Yes
Inverted D channel (DPNSS only):	No
E1 Only:	
CRC-4 Enabled:	Yes
E1 Line Length (Ft.):	0-133
E1 Impedance (Ohms):	120

Digital Link Assignment

Controller Module	Port	Unit	Shelf	Slot	Link	Interface Type
1	1	6	1	1	1	UNIVERSAL T1
1	1	6	1	1	2	UNIVERSAL T1

MSDN-DPNSS-DASSII Trunk Circuit Descriptor

Number	Card Type	Dual Seizure Priority	Far End Connection	Signalling Protocol
4	UNIVERSAL T1	Incoming	Local Office	MSDN-DPNSS

Trunk Service Assignment

Trunk Service Number	4
Release Link Trunk	No
Class of Service	4
Class of Restriction	1
Baud Rate	300
Intercept Number	1
Non-dial In Trunks Answer Point - Day	
Non-dial In Trunks Answer Point - Night 1	
Non-dial In Trunks Answer Point - Night 2	
Dial In Trunks Incoming Digit Modification - Absorb	0
Dial In Trunks Incoming Digit Modification - Insert	
Trunk Label	ISDN Trunk

Digital Trunk Assignment

Cabinet	6
Shelf	1
Slot	1
Circuit	1
Card Type	UNIVERSAL T1
Trunk Number	6101
Trunk Service Number	4
DTS Service Number	
Circuit Descriptor Number	4
Interconnect Number	1

D.3 3300 ICP with T1/D4 or SX2000 with T1/D4

- 1 Attach Emblaze VCON IGC Server T1 link to NSU, DSU or Embedded PRI card.

Configure hardware for Line Termination through jumpers or DIP switch - please refer to the Technician's Handbook of the correct product (3300 or SX2000).

- 2 Connect to server with a straight through cable.
- 3 Program trunks.

For example, please see Example of T1/D4 Programming on 3300 or SX2000.

- 4 Test link to server by dialing <feature access code for individual trunk access> <trunk number><any 4 digit number><#> e.g. < **2 > < 6101 > < 1000 > < # > .

You should hear "Welcome to Remoteability."

- 5 Program ARS so that a single four digit number accesses the IGC system.
 - Program trunk group.
 - Add trunks to trunk group.
 - Create Digit Modification Assignment (see following note).
 - Create Route Assignment.
 - Create ARS Digits Dialed Assignment.

Please see Example of ARS Programming on 3300 or SX2000.



The Dialogic card in the IGC server is expecting ANI on the T1D4 trunk, but the 3300 or SX2000 does not deliver ANI over T1D4. This will result in a 10 to 15 second delay in accessing the IGC after the trunk access number is dialed. To correct this, send an ANI digit string to the trunk through the Digit Modification Form. See below.

Digit Modification Assignment

Digit Modification Number	Number of Digits to Absorb	Digits to be Inserted	Final Tone Plan/ Information Marker
1	3		
2	0		
3	1	<T01)	
4	0	**6135922122**	

D.4 Example of T1/D4 (CAS) Programming on 3300 or SX2000

Class Of Service - changes from default values

Public Network Access via DPNSS	Yes
ANI/DNIS/ISDN Number Delivery	Yes

Link Descriptor Assignment

Number:	4
Address for Message Control:	
BER - Maintenance Limit, 10**-n:	4
BER - Service Limit, 10**-n:	3
Data Call Alternate Digit Inversion:	Yes
Framing Losses in 24 hrs - Maintenance Limit:	255
Framing Losses in 24 hrs - Service Limit:	9000
Integrated Digital Access:	T1D4
Satellite Link Delay:	No
Slip Rate - Maintenance Limit (slips/24hr.):	5000
Slip Rate - Service Limit (slips/24hr.):	7000
Alarm Debounce Timer - Service Limit (millisec.):	500
Voice Encoding:	Invert
Data Encoding:	Nil
QSIG Private Network Access:	No
Digital Link Fault Delay Timer (sec.):	240
Termination Mode:	NT
T1 Only:	
B8ZS Zero Code Suppression:	Yes
Operation Mode:	DSX-1
CSU Tx Line Build-Out (dB.):	
DSX-1 Line Length (Ft.):	0-133
Extended Super Frame:	No
Inverted D channel (DPNSS only):	No
E1 Only:	
CRC-4 Enabled:	No
E1 Line Length (Ft.):	0-133
E1 Impedance (Ohms):	120

Digital Link Assignment

Controller Module	Port	Unit	Shelf	Slot	Link	Interface Type	Digital Link Descriptor	Comment
1	1	6	1	1	1	UNIVERSAL T1	4	Remoteability
1	1	6	1	1	2	UNIVERSAL T1	4	T1D4

Digital E and M Trunk Circuit Descriptor Assignment

Number	4
Call Collision Handling	AT&T
AT&T Call Collision Handling	Backoff
Ignore Far End Disconnect	No
Release Acknowledge Timer	80
Address Signalling	DTMF
Disconnect Timer	300
Incoming Start Type	Wink
Dial Tone on Incoming Seize	No
Outpulse Delay Timer	800
Outgoing Start Type	Wink
Supervision Timer	200
Maximum Wink Timer	400
Minimum Wink Timer	100
Guard Timer	500
Fake Answer Supervision After Outpulsing	No
Ignore Answer Supervision	No
Release Supervision Expected	Yes
Audio Inhibit Until Answer Supervision	Yes
Far End Connection	Main PBX
Facility Type	Combination
Minimum Flash Timer	250
Maximum Flash Timer	200
Drop Digit Rcvr for Outgoing Audio Before Ans Sup	No
Flash Timer	300

Trunk Service Assignment

Trunk Service Number	4
Release Link Trunk	No
Class of Service	4
Class of Restriction	1
Baud Rate	300
Intercept Number	1
Non-dial In Trunks Answer Point - Day	
Non-dial In Trunks Answer Point - Night 1	
Non-dial In Trunks Answer Point - Night 2	
Dial In Trunks Incoming Digit Modification - Absorb	0
Dial In Trunks Incoming Digit Modification - Insert	
Trunk Label	T1 Trunk

Digital Trunk Assignment

Cabinet	6
Shelf	1
Slot	1
Circuit	1
Card Type	UNIVERSAL T1
Trunk Number	6101
Trunk Service Number	4
DTS Service Number	
Circuit Descriptor Number	4
Interconnect Number	1

D.5 Example of ARS Programming on 3300 ICP/SX2000

Create Trunk Group

Trunk Group Assignment

Trunk Group Number	Hunt Mode	Trunk Group Busy RAD	Maximum Network Hop	Comments
3	Terminal			Analog TG
4	Circular			Remoteability
5	Terminal			To SX2000

Add individual trunks to trunk group

All 23 ISDN trunks or 24 T1/D4 trunks should be added to the trunk group.

Trunk Group Members

Member	Trunk Number
1	6101
2	6102
3	6103
4	6104
5	6105
6	6106
7	6107
8	6108
9	6109
10	6110

Create Digit Modification Assignment

In this example, we are using Digit Modification number 4, and there are no digits to absorb or to insert.

Digit Modification Assignment

Digit Modification Number	Number of Digits to Absorb	Digits to be Inserted	Final Tone Plan/ Information Marker
1	3		
2	0		
3	1	<T01)	
4	0		
5	0		

Create Route Assignment

In this example, we are using Route 4.

Route Number	Trunk Group Number	COR Group Number	Digit Modification Number	Digits Before Outputting	XNET Trunk Group Number	Route Type	Compression
1		1	1		1		Off
2		1	1				Off
3	3	1	3				Off
4	4	1	4				Off
5	5	1	1				Off

Create ARS Digits Dialed Assignment

In this example, the digits dialed to access the Emblaze VCON IGC are 1100.

ARS Digits Dialed Assignment

Digits Dialed	Number of Digits to Follow	Termination Type	Termination Number
1100	0	Route	4
201	4	Route	1

D.6 SX200 with ISDN

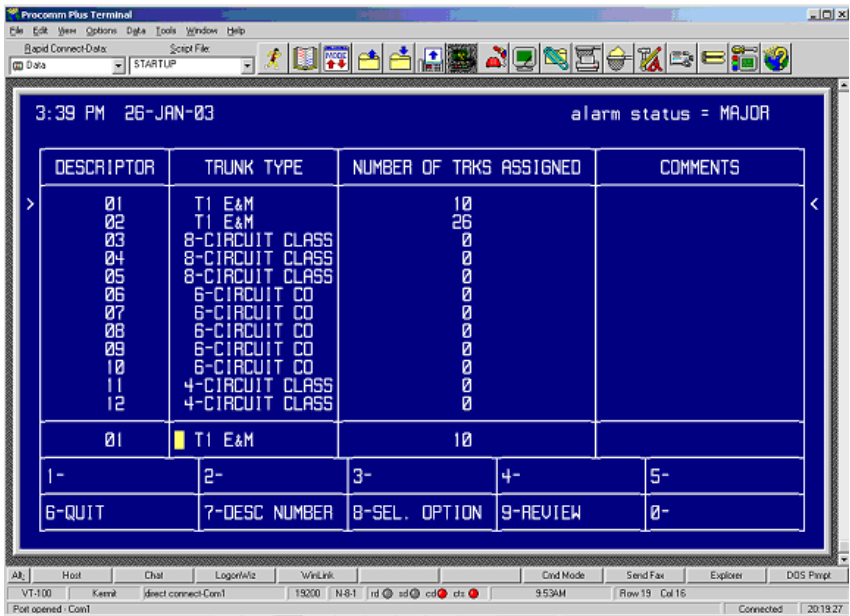
- 1 Attach Emblaze VCON IGC Server to PRI card with straight through cable.
Configure hardware for Line Termination. Please refer to SX200 Technician's Handbook for more information.
- 2 Program trunks.
Please see Example of T1 PRI Programming on SX200.
- 3 Use IMAT to configure PRI card for DMS250, user side.
- 4 Reset PRI card to allow new configuration to load.
- 5 Program ARS.
See SX200 Technician's Handbook for more information.

Example of T1 PRI Programming on SX200

Refer to SX200 EL/ML Technicians Handbook, Programming a PRI, for System Configuration, Class of Service Options and System Options/System Timers.

Form 13

Assign T1 E&M circuit descriptor to the ISDN trunk.



D Mitel PBX Interface with IGC 2000 Server

Proconm Plus Terminal

3:40 PM 26-JAN-03 alarm status = MAJOR

[TI E&M TRUNK: 1]	OPTION	NAME	[SUPERVISION	PARAMETER]	STATUS
>	Reverse to Idle				NO
	Far-end gives answer supervision				NO
	Inhibit automatic supervision				NO
	No seize alarm				NO
	No release alarm				NO
	Toll office				NO
	Is this a CO				YES
	DTMF				NO
	Save Busy-Out Status				YES
	Disconnect timer	150 - 900 ms	{	50 ms inc }	300
	Release acknowledge timer	2 - 240 s	{	2 s inc }	40
	Guard timer	200 - 1000 ms	{	100 ms inc }	800
	Reverse to Idle				<input checked="" type="checkbox"/> NO
	1-YES	2-	3-	4-	5-
	6-QUIT	7-	8-	9-	0-

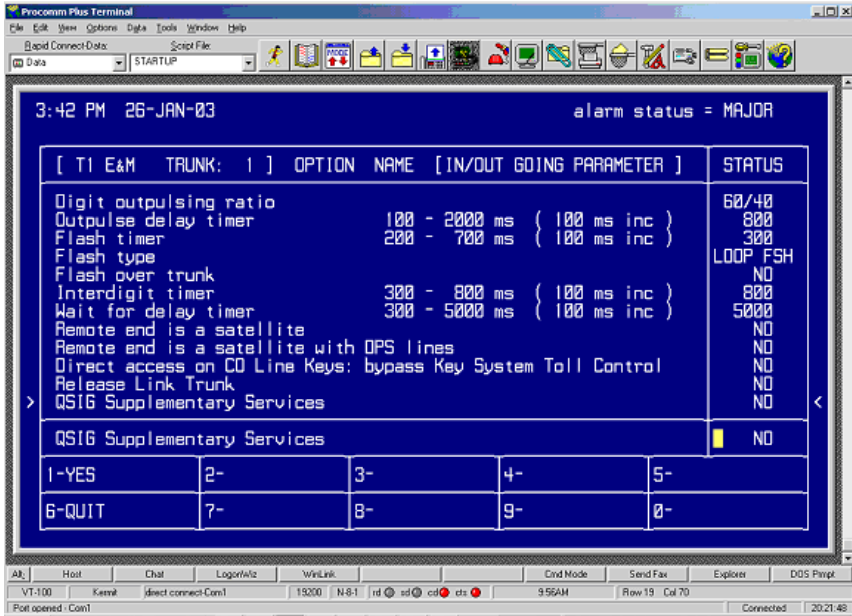
Alt Host Chat Logon/Wz WvLink Cvd Mode Send Fax Explorer DOS Prnpt
 VT-100 Kernl Direct connect-Con1 19200 N-8-1 rd sd cti cti 9544M Row 19 Col 70
 Port opened: Con1 Connected 20.20.22

Proconm Plus Terminal

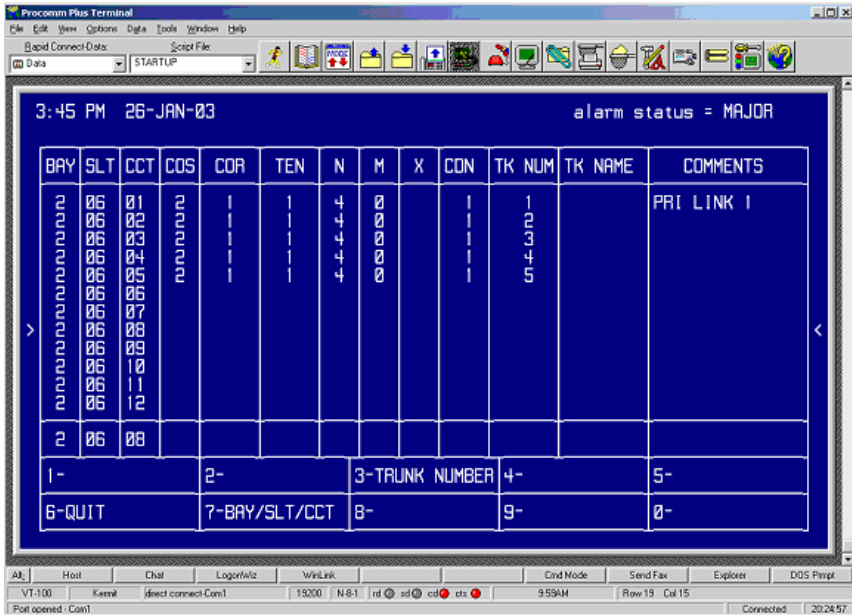
3:41 PM 26-JAN-03 alarm status = MAJOR

[TI E&M TRUNK: 1]	OPTION	NAME	[TRANSMISSION	PARAMETER]	STATUS
	Incoming start type				WINK
	Debounce timer	20 - 150 ms	{	10 ms inc }	100
	Wink timer	150 - 300 ms	{	50 ms inc }	200
	Outgoing start type				WINK
	Digit outputting ratio				60/40
	Outputse delay timer	100 - 2000 ms	{	100 ms inc }	800
	Flash timer	200 - 700 ms	{	100 ms inc }	300
>	Flash type				LOOP FSH
	Flash over trunk				NO
	Interdigit timer	300 - 800 ms	{	100 ms inc }	800
	Wait for delay timer	300 - 5000 ms	{	100 ms inc }	5000
	Remote end is a satellite				NO
	Flash type				<input checked="" type="checkbox"/> LOOP FSH
	1-RING GROUND	2-	3-	4-	5-
	6-QUIT	7-	8-	9-	0-

Alt Host Chat Logon/Wz WvLink Cvd Mode Send Fax Explorer DOS Prnpt
 VT-100 Kernl Direct connect-Con1 19200 N-8-1 rd sd cti cti 9544M Row 19 Col 70
 Port opened: Con1 Connected 20.20.52

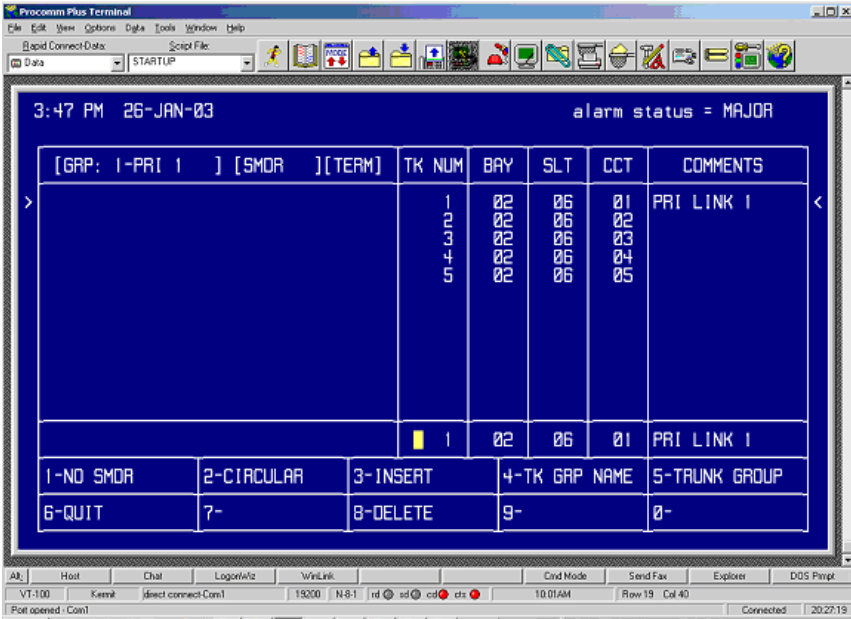


Define the incoming ISDN trunk as a Dial In trunk in form 15.



D Mitel PBX Interface with IGC 2000 Server

Assign the ISDN trunks to a trunk group in Form 16.



Select a T1 Link Descriptor for the ISDN trunks in form 42.

Procom Plus Terminal

3:51 PM 26-JAN-03 alarm status = MAJOR

DESCRIPTOR	LINK TYPE	NUMBER OF LINKS ASSIGNED	COMMENTS	
> 01	TI OS1	2		
02	TI OS1	2		
03	TI OS1	0		
04	TI OS1	0		
05	TI OS1	0		
06	TI OS1	0		
07	TI OS1	0		
08	TI OS1	0		
09	TI OS1	0		
10	TI OS1	0		
11	TI OS1	0		
12	TI OS1	0		
01	TI OS1	2		
1-TI CSU	2-	3-	4-	5-
6-QUIT	7-	8-SEL. OPTION	9-REVIEW	0-

Alt Host Chat Logon/Wiz WnLink Cmd Mode Send Fax Explorer DOS Print

VT-100 Kernel direct connect.com 19200 N-8-1 rd ed cd rts 10.05AM Row 19 Col 15

Port opened : Com1 Connected 20:30:55

Procom Plus Terminal

3:51 PM 26-JAN-03 alarm status = MAJOR

[LINK DESCRIPTOR NUMBER : 1] IN/OUT GOING VALUE

> Alarm debounce timer	(300 - 3200 ms)	2500		
Line Coding	{ AMI, AMI&ZCS, 8B25 }	8B25		
Line Build Out	{ 0, -7.5, -15, -22.5 DB }	0 DB		
Line Length	{ max 132, 265, 398, 533 or 655 }	0-132		
Framing	{ 04 or E5F }	04		
Slip rate - maintenance limit	{ 0 - 9000 } /24 hrs	255		
Slip rate - service limit	{ 0 - 9000 } /24 hrs	7000		
Slip rate - network sync limit	{ 0 - 9000 } /24 hrs	7		
BER - maintenance limit { 10**n . n =	{ 3, 4, 5, 6 } / hour	3		
BER - service limit { 10**n . n =	{ 3, 4, 5, 6 } / hour	3		
Framing losses - maintenance limit	{ 0 - 9000 } /24 hrs	255		
Framing losses - service limit	{ 0 - 9000 } /24 hrs	9000		
Alarm debounce timer	(300 - 3200 ms)	2500		
1-	2-	3-	4-	5-
6-QUIT	7-	8-	9-	0-

Alt Host Chat Logon/Wiz WnLink Cmd Mode Send Fax Explorer DOS Print

VT-100 Kernel direct connect.com 1 19200 N-8-1 rd ed cd rts 10.05AM Row 19 Col 68

Port opened : Com1 Connected 20:31:28

D Mitel PBX Interface with IGC 2000 Server

Procomm Plus Terminal

File Edit View Options Data Tools Window Help

Blaid Connect Data Script File

Data STARTUP

3:52 PM 26-JAN-03 alarm status = MAJOR

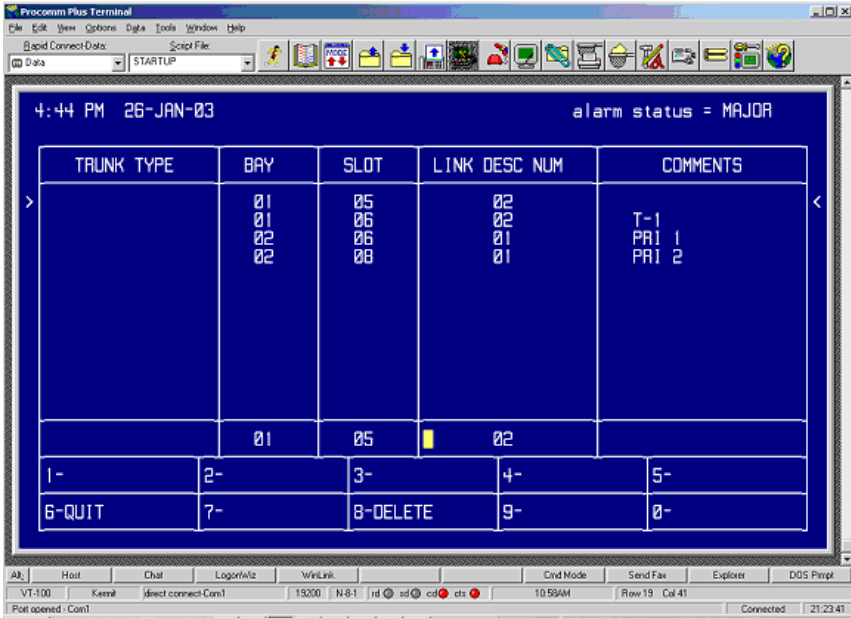
[LINK DESCRIPTOR NUMBER : 1]	IN/OUT GOING	VALUE		
Line Length	(max 132, 265, 398, 533 or 655)	0-132		
Framing	(04 or E5F)	04		
Slip rate - maintenance limit	(0 - 9000) /24 hrs	255		
Slip rate - service limit	(0 - 9000) /24 hrs	7000		
Slip rate - network sync limit	(0 - 9000) /24 hrs	7		
BER - maintenance limit	(10**-n , n = 3,4,5,6) / hour	3		
BER - service limit	(10**-n , n = 3,4,5,6) / hour	3		
Framing losses - maintenance limit	(0 - 9000) /24 hrs	255		
Framing losses - service limit	(0 - 9000) /24 hrs	9000		
ATS timer - service limit exceeded	(1 - 255 min)	30		
ATS timer - net slip limit exceeded	(1 - 255 min)	30		
ATS timer - after alarm	(0 - 300 sec)	10		
ATS timer - after alarm (0 - 300 sec)		10		
1-	2-	3-	4-	5-
6-QUIT	7-	8-	9-	0-

VT-100 Keenel direct connect.com 15200 N-8-1 rd sd cti cti 10.05AM Row 19 Col 68

Port opened: Com1 Connected 20:32:25

D Mitel PBX Interface with IGC 2000 Server

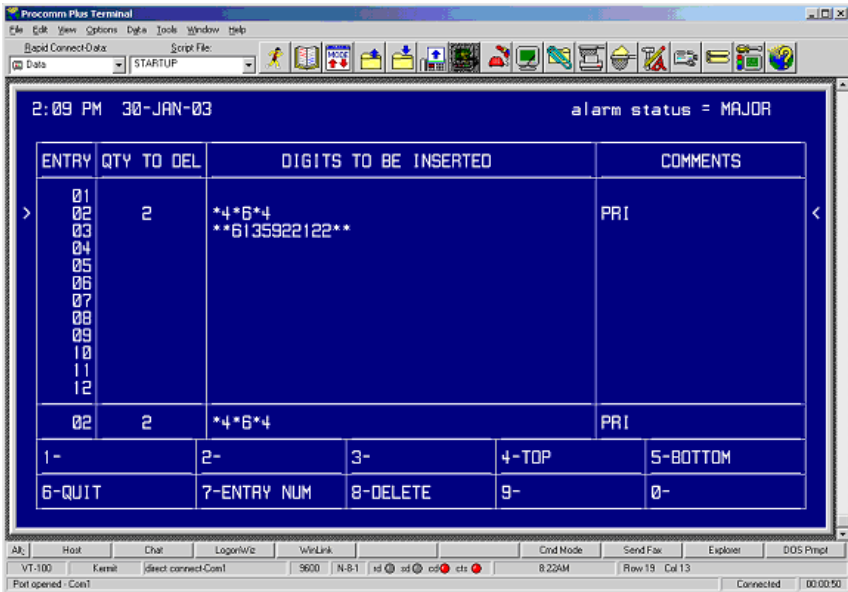
Assign the ISDN link descriptor to slot 6 and/or slot 8 on the PRI card bay, Form 43.



Form 44, Network Sync - To be determined by qualified Technician.

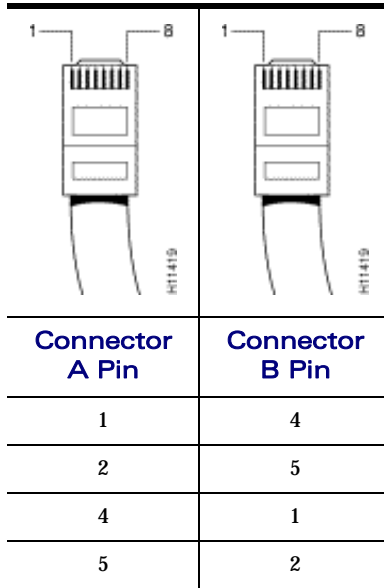
D.7 SX200 with T1/D4

- 1 Attach Emblaze VCON IGC server to SX200 with cross over cable.
- 2 Program trunks for T1/D4. All values are default.
- 3 Program ARS so that a single four digit number accesses the IGC system.
 - See SX200 Technician’s Handbook for more information.
 - Send simulated ANI down trunk using Digit Modification Table, form 22 as shown below with digit mod number 3. The Dialogic card in the IGC expects ANI, and there will be a 10 – 15s delay accessing the server unless such a string is sent down the trunk.



D.8 T1 Crossover cable wiring Specifications [RJ45 Connector]

Supplied with IGC system.



E CONFIGURING MITEL NETWORKS 3300ICP FOR USE WITH IGC

This appendix describes how to configure the 3300ICP for use with Emblaze VCON IGC Version 6.6 and higher. This appendix will only talk about the minimum configuration required on the 3300ICP for the IGC to function. For further feature programming of the 3300ICP, see the 3300ICP Guides provided by Mitel Networks.

E.1 Requirements

To configure the 3300ICP for IGC, you should have:

- The basic knowledge and certificates from Mitel Networks on the 3300ICP and the IGC v.6.6 Server.
- A Mitel Networks 3300ICP properly licensed for Users and Mitai/Tapi Computer Integration. Verify these in the License and Option Selection from the ESM in **System Configuration>System Capacity>License and Option Selection**.
- An IGC v6.6 Server properly licensed and configured.

E.2 Configuring the Mitel Networks 3300ICP

There are four different tasks that have to be completed on the Mitel Networks 3300ICP for the IGC to function properly with it:

- Create the IP Phones to act as IGC Ports
- Set the Class of Service
- Assign the New Class of Service to the IP Phones
- Create the Hunt Group with the IP Phones Included.

Create the IP Phones

- 1 Open the 3300ICP ESM in Internet Explorer 5.5 or later.
- 2 Log in (use defaults unless you have changed your password).

Login system

Password password

- 3 Select the System Administration Tool.
- 4 Select **System Configuration>Devices>IP Telephones>Multiline IP Sets>Multiline IP Set Configuration**.
- 5 Click **Add**.
- 6 Select the following:

Number of [*Amount of ports on the IGC*]
Records to Add

Device Type 5020IP

Number The first port number of the IGC (note this must be one higher than the Hunt Group number.
For example, HG=**3000**, Number=**3001**).

Increment By **1** (any other value will not work with the IGC).

Interconnect 1 (unless programming with another Interconnect).
Number

- 7 Click **Save**.
- 8 Click **OK**.

Range Programming -- Web Page Dialog

Add Range Programming - Multiline IP Set Configuration Help

This form allows you to add one or more records.

1. Enter the number of records to add:

2. Define the Add Range Programming Pattern:

Field Name	Value to Add	Increment by
Device Id:		-
Hot Desk User:	<input checked="" type="radio"/> No <input type="radio"/> Yes	-
Hot Desk PIN:	<input type="text"/>	-
Confirm Hot Desk PIN:	<input type="text"/>	-
Device Type:	5020 IP	-
PKM:	None	-
Number:	3001	1
ACD Set:	<input checked="" type="radio"/> No <input type="radio"/> Yes	-
Line Type:	Not Assigned	-
Interconnect Number:	1	
Language:		-
MAC Address:		-

Preview Save Cancel

All the required Ports of the IGC are now created.

Set the Class of Service



Steps 1, 2, and 3 are not required if already logged into the ESM.

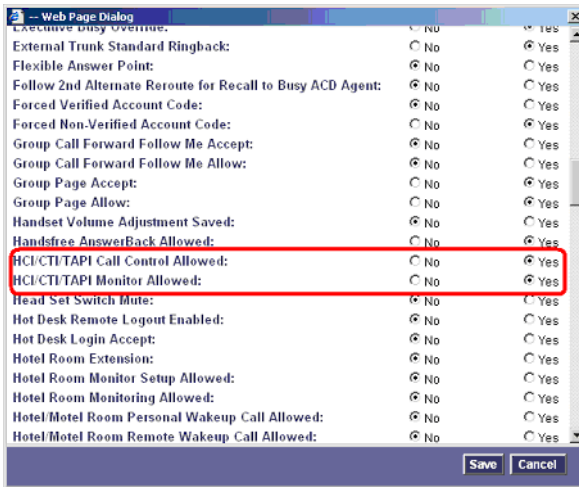
- 1 Open the 3300ICP ESM in Internet Explorer 5.5 or later.
- 2 Log in (use defaults unless you have changed your password).

Login system

Password password

E Configuring Mitel Networks 3300ICP for Use with IGC

- 3 Select the System Administration Tool.
- 4 Select **System Configuration>Devices>Class of Service Option Assignment**.
- 5 Select an Unused Class of Service. For example, **Class of Service # 5**.
- 6 Click **Change**.
- 7 Change the following:
Comment IP IGC Ports (or any other distinguishing comment)
HCI/CTI/TAPI Yes
Call Control
Allowed
HCI/CTI/TAPI Yes
Monitor
Allowed
- 8 Click **Save**.
- 9 Click **OK**.



The Class of Service for the IGC IP Ports is now created.

Assign the New Class of Service to the IGC Ports



Steps 1, 2, and 3 are not required if already logged into the ESM.

- 1 Open the 3300ICP ESM in Internet Explorer 5.5 or later.
- 2 Log in (use defaults unless you have changed your password).
Login system
Password password
- 3 Select the System Administration Tool.
- 4 Select **System Configuration>Devices>Station Service Assignment**.
- 5 Select the First IP Phone. For example, IGC IP Port **3001**.
- 6 Click **Change**.
- 7 Change the following:
Number of Records to Change [*Amount of ports on the IGC*]
Class of Service - Day Change all to **5** (New Class of Service number).
Class of Service - Night1 Change all to **5** (New Class of Service number).
Class of Service - Night2 Change all to **5** (New Class of Service number).

E Configuring Mitel Networks 3300ICP for Use with IGC

8 Click **Save**.

Number	Intercept Number	Class of Service - Day	Class of Service - Night1	Class of Service - Night2	Class of Restriction - Day	Class of Restriction - Night
3000	1	1	1	1	1	1

1. Enter the number of records to change:

2. Define the Change Range Programming Pattern:

Field Name	Change action	Value to change	Increment by
Number:	-	3000	-
Intercept Number:	Leave all unchanged	<input type="text" value="1"/>	<input type="text"/>
Class of Service - Day:	Change all to	<input type="text" value="5"/>	<input type="text"/>
Class of Service - Night1:	Change all to	<input type="text" value="5"/>	<input type="text"/>
Class of Service - Night2:	Change all to	<input type="text" value="5"/>	<input type="text"/>
Class of Restriction - Day:	Leave all unchanged	<input type="text" value="1"/>	<input type="text"/>

The IGC Ports now have the correct Class of Service assigned to them.

Create the Hunt Group



Steps 1, 2, and 3 are not required if already logged into the ESM.

- 1 Open the 3300ICP ESM in Internet Explorer 5.5 or later.
- 2 Log in (use defaults unless you have changed your password).
Login system
Password password
- 3 Select the System Administration Tool.
- 4 Select **System Configuration>Call Handling>Hunt Groups>Hunt Group Assignment**.
- 5 Click **Add**.

6 Select the following:

Hunt Group The Hunt Group Number. This value is always one below the first port number. For example, enter **3000** if the ports start at 3001.

Hunt Group Mode Either **Terminal** or **Circular**.

Hunt Group Type **Voice**.

7 Click **Add Member**.

8 Select the following:

Number of Records to Add Enter the number of ports.

Number The first port number.
For example, if Hunt Group=**3000**, Port Number=**3001**.

Increment By **1** (any other value will not work with the IGC).

E Configuring Mitel Networks 3300ICP for Use with IGC

9 Click **Save**.

Range Programming -- Web Page Dialog

Add Range Programming - *Hunt Group Members* Help

This form allows you to add one or more records.

1. Enter the number of records to add:

2. Define the Add Range Programming Pattern:

Field Name	Value to Add	Increment by
Number:	<input type="text" value="3001"/>	<input type="text" value="1"/>
Name:		-

Preview Save Cancel

The IGC Hunt Group is now created and populated with the IGC IP ports.

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