



# Audio Conferencing Systems

Video Made Easy

**IGC**

Audio Conferencing Bridge  
Version 6.7

Booking 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**      **Booking Application**  
Application for reserved conference calls.
- Chapter 2**      **Adding and Deleting Booking Administrators**  
Details on adding and deleting Booking administrators.
- Chapter 3**      **Reporting**  
Descriptions of the various reports available in the Booking application.

## 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:

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

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# 1 BOOKING APPLICATION

The IGC Booking program reserves the use of telephone lines and prevents overbookings. Dial-in conference calls are booked for predefined durations and a specified number of participants. Once a conference is full, anyone attempting to join the call receives a voice message that the conference is full. IGC also warns participants when a conference is about to end, and beeps each time a participant joins or exits.

Booking application topics are:

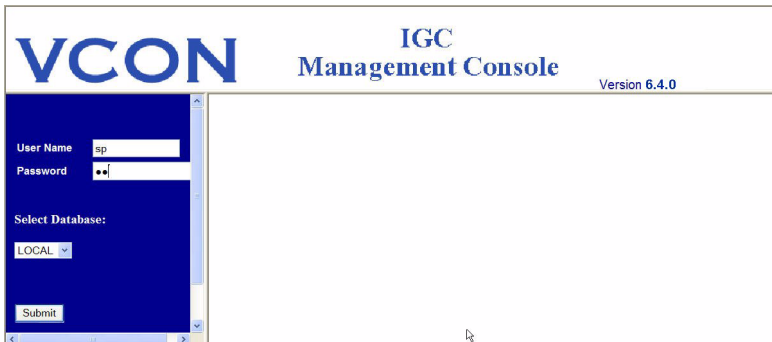
- [Enabling the SYS\\_BOOKING parameter](#)
- [Logging In](#)
- [Booking Calls](#)
- [Enabling Time Extensions](#)

## 1.1 Enabling the SYS\_BOOKING parameter

First, enable the SYS\_BOOKING parameter, which controls the permission to open the Booking application. To return to other IGC modes, you have to disable this parameter.

### ► To enable or disable the SYS\_BOOKING parameter

- 1 Open your browser to <http://conf.yourcompany.com:8080>, in which [yourcompany.com] represents the name of your organization's domain.
- 2 The **Management Console Login** page opens.
- 3 Log in with a username of **sp** and a password of **sp**.



*Log into the Service Provider Application*

## 4 The IGC 2000 Management Console page opens.

The screenshot shows the IGC 2000 Management Console interface. On the left is a navigation menu with a 'Log Out' link and a 'Contents' section containing folders for Home, Conference Booking, Broadcast Conference, Accounts Management, Customer Care, Features, Billing, Reporting, Administrators, Configuration, and Backup Customer Data. Below the menu, it displays 'User: sp', 'Database: LOCAL', and 'Management: 6.4.0'. On the right, a list of management tasks is shown, each with an icon and a description:

- Conference Booking**: Conference Booking tasks allow you to book resources for future conferences or modify existing conferences.
- Broadcast Conference**: Broadcast conference tasks allow you to manage broadcast accounts and scheduling.
- Accounts Management**: Accounts Management tasks allow you to create, enroll and delete users.
- Customer Care**: Customer support tasks allow you to view and modify various user and environment values.
- Features**: Features tasks allow you to manage user and group features.
- Billing**: Billing tasks allow you to manage group and individual user usage bills.
- Reporting**: Report tasks allow you to display various usage reports for users and groups.
- Administrators**: Administrators tasks allow you to add, edit and delete Management Administrators.
- Configuration**: Configuration tasks allow you to edit Management Application parameters.

*IGC 2000 Management Console page*

## 5 Select Configuration > Management Parameters.

The screenshot shows the 'Management Parameters' page in the IGC 2000 Management Console. The navigation menu on the left is identical to the previous screenshot, but 'Management Parameters' is selected under the 'Configuration' folder. The main content area contains the following information:

**ATTENTION!** Modifying parameters with invalid values may cause system instability. Modify them with caution.

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

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

- **DEFAULT\_COUNTRY**
- **SYS\_BOOKING**

Management Parameters

<b>CALL_MAIL_SUBJECT</b>	IGC Group Call	Delete...
<b>COMPANY_NAME</b>	yourcompany	Delete...
<b>COMPANY_WEB_HOME</b>	conf.yourcompany.com	Delete...
<b>DEFAULT_COUNTRY</b>	Israel	Delete...
<b>FEEDBACK_MAIL</b>	feedback@yourcompany.com	Delete...
<b>FINDMENBERS</b>	4	Delete...
<b>INFO_MAIL_FROM</b>	info@yourcompany.com	Delete...
<b>INFO_MAIL_SUBJECT</b>	IGC Team Information	Delete...

*Management Parameters*

## 1 Booking Application

- 6 Scroll down to the `SYS_BOOKING` parameter and change it to **Enabled**. Likewise, to return to other IGC modes, change it to **Disabled**.

The screenshot shows the IGC Booking Administration interface. On the left is a navigation menu with a 'Log Out' button and a 'Contents' section containing various modules like 'Conference Booking', 'Broadcast Conference', 'Accounts Management', 'Customer Care', 'Features', 'Billing', 'Reporting', 'Administrators', 'Configuration', 'Management Parameters', 'Module Versions', and 'Backup Customer Data'. The main area displays a list of system parameters. The 'SYS\_BOOKING' parameter is highlighted, and its dropdown menu is open, showing 'disabled' and 'enabled' options. The 'enabled' option is selected. Other parameters include 'DEFAULT\_CURRENCY' (USD), 'DOMAIN' (yourcompany.com), 'MAIL\_SERVER' (localhost), 'REPRESENTATIVE' (Your Administrator), 'REPRESENTATIVE\_POSITION' (Conferencing Manager), 'SCHEDULED\_CALLS\_DIAL\_OUT' (no), 'VALIDATOR\_FROM' (yourcompany.com), 'VALIDATOR\_TO' (sharonv@vcon.co.il), 'LOG\_DEBUG\_TO\_FILE' (1), and 'LOG\_DEBUG\_TO\_SCREEN' (1). Each parameter has a 'Delete...' button next to its value.

DEFAULT_CURRENCY	USD	Delete...
DOMAIN	yourcompany.com	Delete...
MAIL_SERVER	localhost	Delete...
REPRESENTATIVE	Your Administrator	Delete...
REPRESENTATIVE_POSITION	Conferencing Manager	Delete...
SCHEDULED_CALLS_DIAL_OUT	no	Delete...
SYS_BOOKING	enabled	Delete...
VALIDATOR_FROM	yourcompany.com	Delete...
VALIDATOR_TO	sharonv@vcon.co.il	Delete...
LOG_DEBUG_TO_FILE	1	Delete...
LOG_DEBUG_TO_SCREEN	1	Delete...

*Enable/Disable SYS\_BOOKING*

- 7 Click **Update**.

The screenshot shows the IGC Booking Administration interface. The left navigation menu is partially visible. The main area displays a list of system parameters. The 'LOG\_DEBUG\_TO\_FILE' parameter is highlighted, and its dropdown menu is open, showing '1' and '0' options. The '1' option is selected. Other parameters include 'LOG\_DEBUG\_TO\_SCREEN', 'LOG\_ERROR\_TO\_FILE', 'LOG\_ERROR\_TO\_SCREEN', 'LOG\_FATAL\_TO\_FILE', and 'LOG\_FATAL\_TO\_SCREEN'. Each parameter has a 'Delete...' button next to its value. Below the list is a link 'Add Parameter...' and three buttons: 'Update', 'Restart Web Server', and 'Restart IGC Server'.

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 and Restart IGC Server Buttons*

- 8 Click **Restart IGC Server**.



## 1.2 Logging In

Log into the Booking program from your web browser.

### ► To log in

- 1 Open your browser to `http://conf.yourcompany.com:8080`, in which [*yourcompany.com*] represents the name of your organization's domain.
- 2 Type the username and password into the **User Name** and **Password** fields (**book** is the username and password for the predefined account).

*Log into the Booking Application*

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



IGC automatically logs out after 20 minutes of no activity.

## 1.3 Booking Calls

All Booking conferences are scheduled by the administrator.

### ► To book a call

- 1 Click **Conference Booking**.
- 2 Click **Book New Conference**.
- 3 Enter a name for the conference.

## *Booking a New Conference*

- 4 Enter a new conference ID (5 digits), or leave it empty so that the system will generate a random ID.
- 5 Enter a new conference PIN (4 digits), or leave it empty so that the system will generate a random PIN.
- 6 Select a date and start time. The **Select Date** button opens a calendar for selecting the date.



You must book a conference at least 5 minutes in advance.

- 7 Enter the number of participants. If you want to know how many ports are available, click the **Display Ports Utilization** button as described in [“To view port availability” on page 8](#).
- 8 Select the duration. This does not include possible time extensions as described in [“Enabling Time Extensions” on page 9](#).
- 9 If you want to record the conference, select **Record This Call**.
- 10 Click **Submit**.  
If there is a conflict, IGC will not book the call and will display the reason.

➤ **To set up a recurring call**

- 1 Perform steps 1-8 in the above “To book a call” procedure.
- 2 Select **Multiple conferences**.
- 3 In the Period list, choose the interval of the recurring period.
- 4 Set the schedule for the call according to the selected Period. The available choices depend on the chosen Period type.

- Daily** Select the days of the week in which the call will occur.
- Weekly** Select only the one day of the week in which the call will occur.
- Fortnightly** Select only the one day of the week in which the call will occur during a 2-week period.
- Monthly** Select only the one date of the month in which the call will occur.

5 Click **Submit**.

If there is a conflict, IGC will not book the call and will display the reason.

➤ **To view existing conference bookings**

- 1 Click **Conference Booking Call**.
- 2 Click **Existing Conferences**. Conferences that are currently in session are highlighted in green.

The **Current Filter** list enables you to display calls by name, ID or PIN.



The **Extension (min.)** field displays whether an extension was actually used and for how many minutes.

Log Out

**Contents**

- Home
- Conference Booking
  - Book New Conference
  - Existing Conferences
  - Recorded Conferences
- Reporting
- Administrators
- Backup Customer Data

User: book  
Database: LOCAL  
Management: 6.4.0

**Existing conferences (Total 3 conferences)**

The conferences which are about to begin (in 5 minutes or less) or already in progress are shown in **green** color. You cannot modify start time for these conferences.

Check All Clear All Current Filter: All Go

Select	Start Time	Conference Name	Duration (min.)	Extension (min.)	Number of Participants	Conference ID	Conference PIN
<input type="checkbox"/>	07/31/2006 3:00 PM	Sales Force	60	0	5	13530	5684
<input type="checkbox"/>	08/01/2006 10:00 AM	HR	90	0	2	87758	7816
<input type="checkbox"/>	08/07/2006 10:00 AM	Weekly Marketing	30	0	6	74938	8620

Delete all recurrences of the selected conferences

Delete... Modify... Refresh Printer Friendly View...

*Viewing Existing Conferences*

### ➤ **To delete a booking**

- 1 Click **Conference Booking Call**.
- 2 Click **Existing Conferences**.
- 3 Select the conference to delete. You can select more than one conference.
- 4 To delete all recurrences of a selected call, if applicable, select **Delete all recurrences of the selected conferences**.
- 5 Click **Delete**.

### ➤ **To modify a booking**

- 1 Click **Conference Booking Call**.
- 2 Click **Existing Conferences**.
- 3 Click the link to the conference in the **Conference Name** column.
- 4 Edit the conference parameters that you want to change.



If a conference call is in progress, you cannot reduce the number of participants below the number of participants already connected.

- 5 Click **Submit**.

If there is a conflict, IGC will not book the call and display the reason.

### ➤ **To print details about existing conferences**

- 1 Click **Conference Booking Call**.
- 2 Click **Existing Conferences**.
- 3 Click **Printer Friendly View**.
- 4 Print the required conferences.

➤ **To hear recorded conferences**

- 1 Click **Conference Booking Call**.
- 2 Click **Recorded Conferences**.
- 3 Click the link over the conference name and download the record file.



**Recordings:**

Click on file name to download or check files to delete

**Note: Calls in progress can not be downloaded**

Delete	Conference Name	Date	Time	Extension	Duration (H:M:S)	Size (bytes)
<input type="checkbox"/>	<a href="#">Development Brainstorming</a>	01-08-2006	13:00:00	wav	00:10:34	5072378
<input type="checkbox"/>	<a href="#">HR</a>	01-08-2006	10:00:00	wav	00:03:59	1917818
<input type="checkbox"/>	<a href="#">Sales Force</a>	31-07-2006	15:00:00	wav	00:08:48	4226778
<input type="checkbox"/>	<a href="#">Weekly Marketing</a>	07-08-2006	10:00:00	wav	00:11:15	5402624

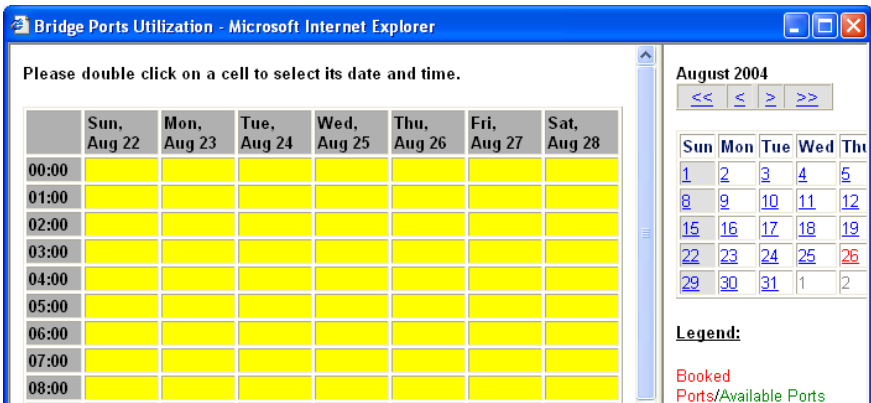
Delete selected...

*Viewing Recorded Conferences*

➤ **To view port availability**

- 1 Click **Conference Booking Call**.
- 2 Click **Book New Conference**.
- 3 Click the **Display Ports Utilization** button.

Time slots that are booked contain a two part number in the form of x/y, where x = the number of ports already booked, and y = the number of available ports. For example 10/14 means that 10 ports are already booked and 14 are available. In this case, IGC has a total of 24 ports.



*Port Utilization*

## 1.4 Enabling Time Extensions

IGC has an automatic time extension mechanism, which automatically extends the duration of a booked call when IGC has available ports that have not been reserved for other conferences. This option needs to be predefined from the Management Console.






### ► To log in to the IGC 2000 Management Console

- 1 Open your browser to the for the IGC Management Console.
- 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.

### Welcome to IGC 2000 Management Console

 <a href="#">Servers Management</a>	Servers Management allows you to configure server properties such as dial plans, hardware parameters etc.
 <a href="#">Features</a>	Features tasks allow you to manage user and group features.
 <a href="#">Administrators</a>	Administrators tasks allow you to add, edit and delete Management Administrators.
 <a href="#">Configuration</a>	Configuration tasks allow you to edit Management Application parameters.
 <a href="#">Backup Customer Data</a>	Backup tasks allow you to perform backup/restore operations on the customer data.

*IGC 2000 Management Console page*

► **To enable time extensions**

- 1 Click **Servers Management**.
- 2 Click **Server Parameters**.
- 3 Choose the IGC Server and click **Next**.
- 4 Click **Booking**.

The screenshot shows a web interface with a left-hand navigation menu and a main content area. The navigation menu includes 'Log Out', 'Contents', 'Home', 'Servers Management', 'All Servers', 'Servers Topology', 'Add Server', 'Server Parameters', 'Trunk Wizard', 'Team Allocation', and 'Upgrade Notification'. The main content area is titled 'Server: 1.1.1' and contains a table with the following data:

Description	Value
Extension time slot (min.)	10
Maximum extension periods	2
Notify time before call end (min.)	5

At the bottom of the main content area, there are two buttons: '< Back' and 'Submit Changes'.

*Time Extension page*

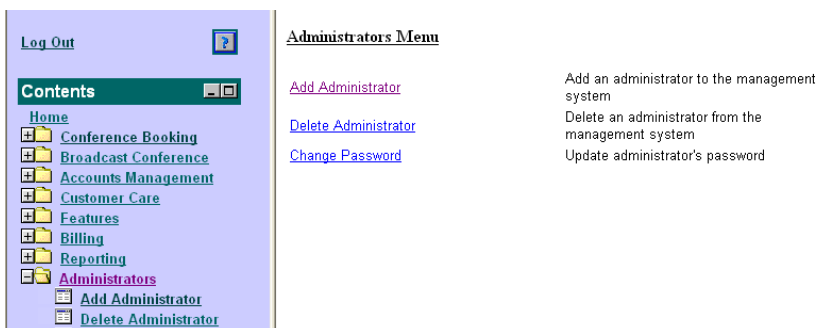
- 5 Define the **Extension time slot** parameter. This defines the block time that can be added to a call if that block of time is available. The default is 15 minutes.
- 6 Define the **Maximum extension periods** parameter. This parameter defines how many times an extension time slot can be added to a call as part of the automatic time extension mechanism. The default is 2 times.
- 7 Define the **Notify time before call end** parameter. This defines how long before the end of the conference call IGC will make a termination announcement to all participants, warning that call is about to end. The default is 5 minutes.
- 8 Click **Submit Changes**.
- 9 To implement the changes immediately, restart the IGC server.

## 2 ADDING AND DELETING BOOKING ADMINISTRATORS

You can use the Service Provider account to add and delete Booking administrators, and change the password.

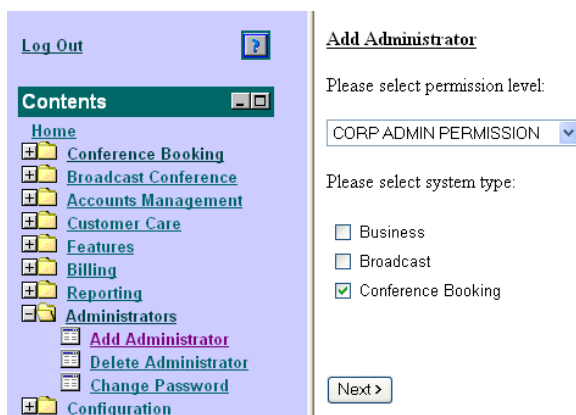
### ► To add an administrator

- 1 Open your browser to <http://conf.yourcompany.com:8080>, in which [yourcompany.com] represents the name of your organization's domain.
- 2 Log in with a username of **sp** and a password of **sp**.
- 3 Select **Administrator > Add Administrator**.



*Select Add Administrator*

- 4 Select **Conference Booking** and click **Next**.



*Select Conference Booking*



## 2 Adding and Deleting Booking Administrators

- 5 Enter and submit the new administrator's login information.
  - Define a **Username** and **Password** for the new administrator.
  - Click **Submit**.

The screenshot shows a web application interface. On the left is a navigation menu with a 'Contents' header. Under 'Contents', there are several folders: Home, Conference Booking, Broadcast Conference, Accounts Management, Customer Care, Features, Billing, Reporting, Administrators, Configuration, and Backup Customer Data. The 'Administrators' folder is expanded, showing sub-items: Add Administrator, Delete Administrator, and Change Password. The 'Add Administrator' sub-item is selected. The main content area is titled 'Add Administrator' and contains the following form fields: 'Username:' with an empty text input, 'Password:' with an empty text input, 'Confirm Password:' with an empty text input, and 'Corporate' with a dropdown menu showing 'Corporate 1'. Below these fields is a 'Submit' button.

*Submit the New Administrator's Login Information*

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

### ► To change your password

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

#### Change Password

Re-type Current Password	<input type="text"/>
New Password	<input type="text"/>
Confirm New Password	<input type="text"/>
<input type="button" value="Submit"/>	

#### *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**.

# 3 REPORTING

IGC can generate the following reports on port utilization.

- [Booked vs. Actual Participants](#)
- [Peak Ports Utilization](#)
- [Average Ports Usage](#)

➤ **To view a report**

- 1 Click **Reporting**.
- 2 Click **Reports**.
- 3 Select a report.



Please select a report:

- [Booked vs Actual Participants](#) Booked number of participants vs actual number of participants on a call
- [Peak Ports Utilization](#) Peak ports utilization on a particular date
- [Average Ports Usage](#) Average ports usage on a particular date

*Select Report*

- 4 Select a date range for the report.



Booked vs Actual Participants

Start Date:

End Date:

Filter By:

Show:  conferences

Highlight 0 attendees

Export To Excel

*Select Date for Report*

- 5 Click **Submit**.

### 3.1 Booked vs. Actual Participants

This report lets you know how efficiently you plan the duration times when booking reports. It compares the difference between the duration and number of participants that you booked for and those actually used.

If you consistently book for more time than actually used, you can increase efficiency by reducing the durations when booking, thus freeing up ports for additional conferences or other purposes. If you consistently need to use extensions, you may need to increase the durations that you book for.

If you consistently book for more participants than necessary, you can increase efficiency by reducing the number of participants that you book for. If all ports are used on a regular basis, you need to check whether you are blocking out too many potential participants.

<b>Start Time</b>	Displays the date and time of the conference.
<b>Booked Duration</b>	The time booked for the conference.
<b>Actual Duration</b>	The time actually used, including time extensions used.
<b>Conference Name</b>	The name given to the conference.
<b>Booked Participants</b>	The number of ports reserved participants booked
<b>Actual Participants</b>	The number of participants that actually connected.
<b>Conference ID</b>	The identification number of the conference.
<b>Conference PIN</b>	The Personal Identification Number of the conference.

*Booked vs. Actual Participants*

## 3.2 Peak Ports Utilization

This report compares IGC usage at peak times with total IGC usage on specific days.

<b>Date</b>	A specific day.
<b>Peak Used Ports</b>	The number of ports used during the peak time during the specific day.
<b>Total Ports</b>	Total number of ports that were available to IGC.
<b>Utilization</b>	The percentage of port capacity actually used during the peak time ( <b>Peak Used Ports</b> divided by the <b>Total Ports</b> ).

[Log Out](#) ?

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[Home](#)

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- [+ Backup Customer Data](#)

User: [book](#)

Database: [LOCAL](#)

Management: [6.4.0](#)

Peak Ports Utilization

Date	Peak Used Ports	Total Ports	Utilization
01/05/2004	0	24	0 %
02/05/2004	0	24	0 %
03/05/2004	0	24	0 %
04/05/2004	0	24	0 %
05/05/2004	0	24	0 %
06/05/2004	0	24	0 %
07/05/2004	0	24	0 %
08/05/2004	0	24	0 %
09/05/2004	3	24	12 %
10/05/2004	6	24	25 %
11/05/2004	10	24	41 %
12/05/2004	0	24	0 %


[< Back](#)


*Peak Port Utilization*

### 3.3 Average Ports Usage






This report displays the average usage of available ports on specific days.

<b>Date</b>	A specific day.
<b>Average Used Ports</b>	Average usage of ports throughout the day.
<b>Total Ports</b>	Total number of ports that were available to IGC.
<b>Port Usage</b>	The percentage of capacity used on average ( <b>Average Used Ports</b> divided by the <b>Total Ports</b> ).

[Log Out](#) 

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-  [Backup Customer Data](#)

User: [book](#)

Database: [LOCAL](#)

Management: [6.4.0](#)

Average Ports Usage

Date	Average Used Ports	Total Ports	Port Usage
01/05/2004	0.00	24	0.00 %
02/05/2004	0.00	24	0.00 %
03/05/2004	0.00	24	0.00 %
04/05/2004	0.00	24	0.00 %
05/05/2004	0.00	24	0.00 %
06/05/2004	0.00	24	0.00 %
07/05/2004	0.00	24	0.00 %
08/05/2004	0.00	24	0.00 %
09/05/2004	0.03	24	0.16 %
10/05/2004	0.24	24	1.03 %
11/05/2004	0.28	24	1.16 %
12/05/2004	0.00	24	0.00 %

*Average Port Usage*