

OfficeServ™ CNF24

TECHNICAL MANUAL



Revision History

EDITION	DATE OF ISSUE	REMARKS
01	01.2011	First Release

Samsung Telecommunications America

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INTRODUCTION

Purpose

This guide describes how to install and program the CNF24 card on a Samsung OfficeServ 7400, 7200, or 7200-S system. It also contains step by step instructions on how to use the Meet-Me Conference feature.

Document Content and Organization

This manual consists of 4 chapters and an abbreviation session.

CHAPTER 1. CNF24 Card Overview

Describes the CNF24 card and its capacity.

CHAPTER 2. CNF24 Card Setup

Describes the CNF24 card setup procedure and license process.

CHAPTER 3. Conference Manager

Describes the Conference Manager functionality.

CHAPTER 4. CNF24 Conference Features

Describes the Meet-Me Conference and Ad-Hoc features.

ABBREVIATION

Provides definitions of the abbreviations used in this manual.

Conventions

The following types of paragraphs contain special information that must be carefully read and thoroughly understood. Such information may or may not be enclosed in a rectangular box, separating it from the main text, but is always preceded by an icon and/or a bold title.



WARNING

Provides information or instructions that the reader should follow in order to avoid personal injury or fatality.



CAUTION

Provides information or instructions that the reader should follow in order to avoid a service failure or damage to the system.



CHECKPOINT

Provides the operator checkpoints for stable system operation.



NOTE

Indicates additional information as reference.

Console Screen Output

- The lined box with 'Courier New' font will be used to distinguish between the main content and console output screen text.
- '**Bold Courier New**' font will indicate the value entered by the operator on the console screen.

Reference Manuals

OfficeServ Device Manager User Manual

Describes how to connect and use the OfficeServ Device Manager, how to configure and set the OfficeServ keyphone system's environment.

Revision History

EDITION	DATE OF ISSUE	REMARKS
0%	01.2001	First Edition

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CHAPTER 1. CNF24 Card Overview

This chapter describes the CNF24 card and its capacity.

Overview

The OfficeServ CNF24 card provides 24 ports of voice conference services per card and supports transceiver function of packet data converted from voice data through the data network. The users can be internal and external participants using SIP trunks, PRI trunks, and SPNet trunks.

A CNF24 card provides conference sizes from 2 to 24 users per card. The maximum recording capacity per card is 50 hours. One card can record up to 6 conferences simultaneously. The main function of this card is the Meet-Me-Services function where users will dial into a conference bridge number. Additional services support Ad hoc services.

Major Functions

Functions of CNF24 are as follows.

- Supports Meet-Me conferences in which participants make a phone call to the phone system to attend the conference.
- Supports Ad hoc conferences in which the host calls each member to invite him/her to participate in the conference.
- Permits a participant to enter the conference after notifying members in the conference.
- Provides the conference host additional functions during the conference by using a Conference webpage.
- Simple and easy conference set up.

Front View of CNF24

The front view of the CNF24 card is shown in the figure below:

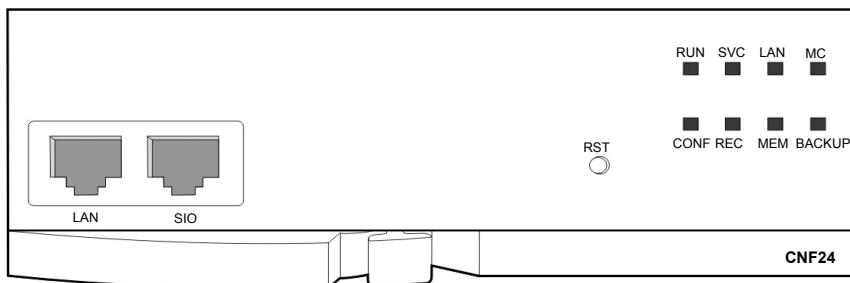


Figure 1.1 Front View of the CNF24

The components on the front panel of the CNF24 have the functions below.

Table 1.1 Ports and LEDs of the CNF24

Ports, LEDs	Functions
LAN	Port that connects the Ethernet. - Connector: RJ45 - Cable: CAT 5 cable, UTP
SIO	UART port (for tests).
RST	Button for resetting the CNF24.
RUN LED	This LED indicates CNF24 status. - Off: Power is not being supplied. - On: Booting. - Blink: The RAM program is operating.
SVC LED	This LED indicates if the CNF24 service is being offered. This LED turns on when the CNF24 software task can be serviced. - Red blink: CNF24 service is not available - Green blink: CNF24 service available
LAN LED	This LED indicates the status of the Ethernet link - Red: Linked as 10 BASE-T Ethernet mode - Red blink: Transmitting/receiving data as 10 BASE-T - Green: Linked as 100 BASE-TX Ethernet mode - Green blink: Transmitting/receiving data as 100 BASE-T - Orange: Linked as 1000 BASE-TX Ethernet mode - Orange blink: Transmitting/receiving data as 1000 BASE-TX - Off: Link off
MC LED	- Green blink: Auxiliary memory (NAND) is accessed. - Off: No access

(Continued)

Ports, LEDs	Functions
CONF LED	This LED indicates the number of the conference channel - Green: 1~8 channels conferencing - Orange: 9~16 channels conferencing - Red: 17~24 channels conferencing - Off: No conference
REC LED	This LED indicates the number of the recording channel - Green: 1~2 channels conferencing - Orange: 3~4 channels conferencing - Red: 5~6 channels conferencing - Off: No recording
MEM LED	This LED indicates the capacity status of the recording storage. - Green: Uses 0~49% of the recording storage - Orange: Uses 50~69% of the recording storage. - Red: Uses 70~79% of the recording storage - Red blink: Uses over 80% of the recording storage.
BACKUP LED	This LED indicates the status of backup operation. - Green blink: Makes backup of the recorded data to the web page. - Off: No operation

CNF24 Capacity

System Capacity

The CNF24 card can be installed on OfficeServ 7400 (MP40) and OfficeServ 7200 (MP20, MP20S) but can't be installed on OfficeServ7200 MCP or OfficeServ 7400 (Smart Media).

The CNF24 card has 24 conference channels and up to maximum 4 cards can be installed on OfficeServ 7400. Conference group can be increased as more CNF24 cards are installed on the system.

When recording and/or paging features are used the number of conference members allowed to attend the conference is decreased since the recording and paging features occupy one conference channel each. See table below for details.

Table 1.2 System Capacity

System	MAX. # of CNF24	MAX. # of Members
OfficeServ7400 (MP40)	4	24 members, 4 groups (Without recording or paging)
OfficeServ7200 (MP20)	2	24 members, 2 groups (Without recording or paging)
OfficeServ7200 (MP20S)	1	24 members, 1 group (Without recording or paging)

Port Assignments

Table 1.3 Port Assignments

Classified Port of CNF24	Default Port	The Associated DB of DM for Remote Ports after Setting NAT Rule
RTP Port	Start Port: 30000 (Available to change) (Even # up to 24 Port : 30000-30046)	Start Port : DM 2.2.16 Public RTP Port 1 (Even # up to 24 Port)
FTP Port	21 (Fixed)	DM 2.2.16 FTP Port
Upgrade Port	60024 (Fixed)	DM 2.2.16 Upgrade Port

CNF24 Slot Information

If the CNF24 card is installed on the slot which supports more than 24 channels, all 24 conference channels are used. If installed on a 16 channel slot, only 16 conference channels are supported.

OfficeServ7400 (MP40)

Basic Cabinet			Expansion Cabinet 1, 2		
LP40	24	24	LP40	24	24
MP40	24	24	24	24	24
24	24	24	24	24	24
24	24	24	24	24	24

OfficeServ7200 (MP20)

Basic Cabinet			Expansion Cabinet		
MP20	16	16	LCP	16	16
24	24	24	24	16	16

OfficeServ7200 (MP20S)

MP20S		
16	16	16
24	24	24

Figure 1.2 CNF24 Slot Information

CHAPTER 2. CNF24 Card Setup

This chapter describes the CNF24 card setup procedure and license process.

CNF24 Setup

Setup Procedure

1. Install the CNF24 card on the OfficeServ 7400, OfficeServ 7200, or OfficeServ 7200-S system. Be aware that the MCP board does not support the CNF24 card on the OfficeServ 7200 and Smart Media Version of the OfficeServ 7400.



Information for CNF24 Installation

Refer to the OfficeServ 7400/7200/7200-S Installation Manual.

2. Connect network cable with CNF24. The CNF24 card can be installed normally without being connected with a networking cable but conference services will not be operational.
3. The RUN LED will blink when the CNF24 card is ready to provide conference service. User can check the CNF24 software version and CPLD/PCB version in Device Manager 2.2.0.

- 4.** Enter the CNF24 IP address in Device Manager 2.2.16 or in MMC 871. The CNF24 card will restart automatically to apply the new network settings.

2.2.16.CNF24 Card	
Cabinet/Slot	C1-S4
IP Version	IPv4
IP Address	10.254.168.132
Gateway	10.254.168.1
Subnet Mask	255.255.255.0
IP Type	Private Only
Local RTP Port(start)	30000
Public IP Address 1	0.0.0.0
Public RTP Port 1	30000
Public IP Address 2	0.0.0.0
Public RTP Port 2	30000
Public IP Address 3	0.0.0.0
Public RTP Port 3	30000
FTP port	21

Figure 2.1 CNF24 Parameter Setting

- 5.** Enter the Service License key in DM 2.1.4 or MMC 860 for the CNF24 channels to become available.

Service	License Key	NLWUHHCL-KHPIW300-OGYSLSM8-MJ6J70X5-86UAZ7RG-NN6YAYMY
	License Status	OK
	H.323	Allowed
		24
	Soft Phone	Max Count
		64
	MOBEX Executive	Connected
		0
	IP Phone	Max Count
		64
		Connected
	WiFi Phone	Max Count
		64
		Connected
	SPNET Feature	Allowed
		Enable
	Call Manager	Allowed
		64
	Conference	Max Count
		24

Figure 2.2 Input Service License Key

CNF24 License

A license per channel is required to use the conference service.

The maximum number of channels/license allowed per system is as following:

- 96 licenses (24 channels x 4 CNF24 Cards) on the OfficeServ 7400.
- 48 licenses (24 channels x 2 CNF24 Cards) on the OfficeServ 7200.
- 24 licenses (24 channels x 1 CNF24 Card) on the OfficeServ 7200-S.

SW3 - SVC	
LICENSE KEY	
NQUMWELH-PLJWZMLP-LUHCLIU9-H1A8FRMM-74DVPS3Y-7ZTCHYEQ	
BASIC INFORMATION	
Country	
Purpose	
Description	
User Name	
Tel	
MAC Address	
MAC Address Type	
Switch Type	
License Type	
CAPACITY	
H.323 Trunk Count	10
SoftPhone Count	10
IP Phone Count	10
Mobex Executive Count	10
WIFI Phone Count	10
Call Manager(OS COMM)	10
Conf Bridge Port Count	24
SPNet	Nonuse
Duplexing	Nonuse

Figure 2.3 CNF24 License

The maximum number of licenses is configured in DM 9.1.2.

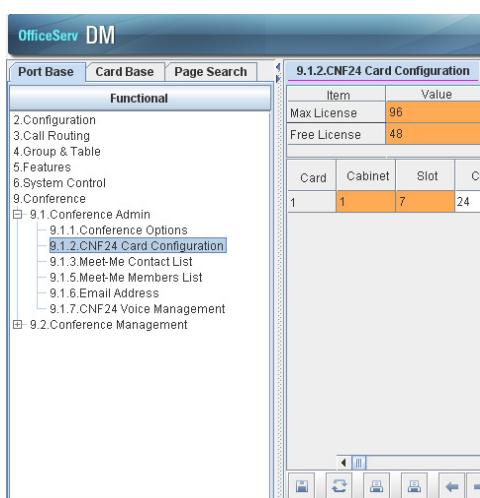


Figure 2.4 CNF24 Card Configuration

Updating CNF24 Setup Information

Each CNF24 card has a unique MAC address, and the OfficeServ system uses the MAC address to manage the card information. If the card location is changed, the user is required to update the setup information as follows:

- When the CNF24 card is installed in slot A no update is required.
- When the CNF24 card is originally installed in slot A and then moved to slot B, the CNF24 information is automatically updated but user is required to delete slot A information in Device Manager 6.3.1.
- When installed CNF24 card is pulled out and replaced with a new CNF24 card installed in the same slot, MAC address of the new card is updated automatically.
- When existing CNF24 card installed in slot A is pulled out and it is replaced by a new CNF24 card installed in slot B, user is required to clear Slot A setup information in Device Manager 6.3.1 and assign new CNF24 IP address in Device Manager 2.2.16.

CNF24 Card Status

The OfficeServ system provides conference services when the CNF24 card status is active.

In the following cases the card status will change to idle:

- LAN connection between system and CNF24 card
System checks the card status every 5 seconds and if the network cable of the CNF24 card is disconnected, system will restrict all conference services until LAN connection is recovered.
- Card Parameter Setting
When IP address is not assigned to CNF24 card, the system can't check card status.
Every time a new CNF24 card is installed user must assign an IP address.
- Service License Key
License key is required to use conference service. Without a license key, a "NO CONFERENCE CHANNELS ARE AVAILABLE" message displays on the phone. Check service license key in case of system initialization or change country selection.

Upgrading CNF24 Card Software

To upgrade CNF24 software follow the steps below:

- 1.** Login to Device Manager and from the Main Screen select [**Util**] menu option.
- 2.** Select **Package Update**. Conference Card Package Update window displays.

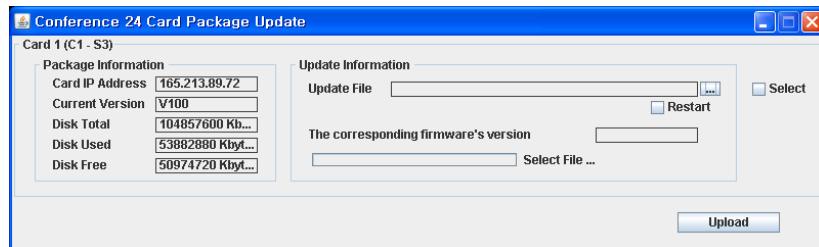


Figure 2.5 CNF24 Package Update

- 3.** Click on [...] to select file to update. When file is selected the "Corresponding Firmware Version" will display.
- 4.** Click on **Select** checkbox.
- 5.** Click on the **Upload** button to start the upload process. The progress bar displays the current state.

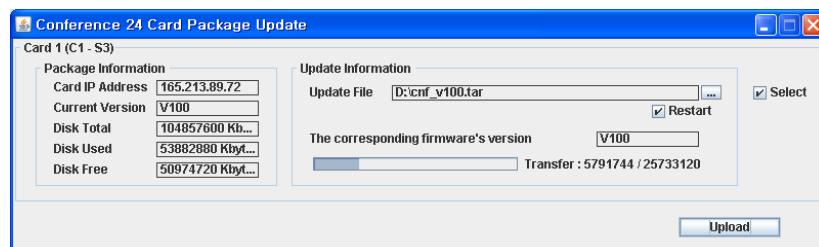


Figure 2.6 CNF24 Progress Bar

CHAPTER 3. Conference Manager

This chapter describes the Conference Manager functionality.

The Conference Manager is a web program designed to configure and schedule meet-me conferences using the CNF24 card.

Minimum PC Requirements

The OfficeServ Conference Manager PC requirements are listed below.

Table 3.1 Installation Requirements

Component	Requirement
CPU	Pentium III or faster
Main Memory	512 MB or more
HDD Drive	At least 10 MB of free space
OS	Independent
Browser	Internet Explorer v6 or higher
Java	6.23 or higher

Minimum OfficeServ Requirements

Table 3.2 Software Requirements

System	Processor	Minimum Version
7200-S	MP20-S	Version 4.53A
7200	MP20 LCP	Version 4.53A Version 4.19 (If CNF24 is installed on Expansion Cabinet)
7400	MP40 LP40	Version 4.53A Version 1.27

Operation



All operation of the Conference Manager are restricted by the user level.

NOTE

Starting the OfficeServ Conference Manager

1. Launch the web browser.
2. Type in the URL below.

For OfficeServ 7200-S: https://system_ip/pwp/

For OfficeServ 7200 and OfficeServ 7400: http://system_ip/pwp/

The *system-ip* address is obtained in MMC 830.

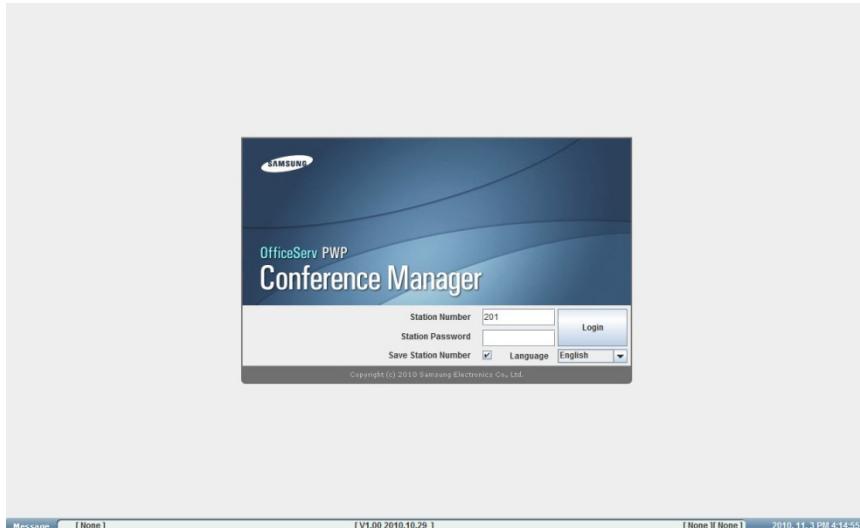


Figure 3.1 Conference Manager



Java Runtime Environment

If the Java Runtime Environment is not installed or a lower version than V1.6.0_3 is installed on the PC, you the page below will display. Click on the **[Java Download Page]** or **[Java Upgrade Page]** link to proceed.

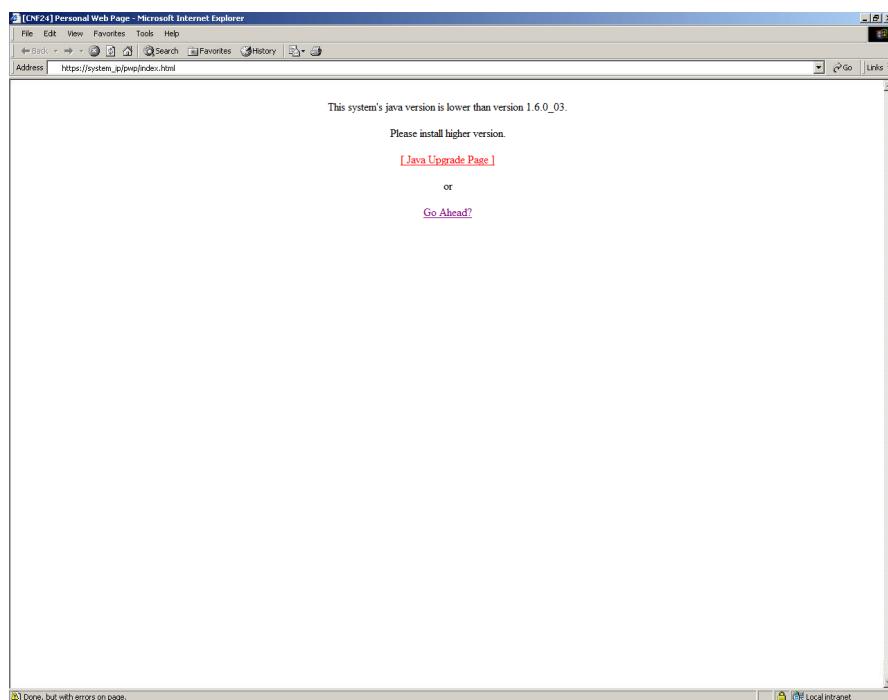


Figure 3.2 Java Download Page

Log In

- 1.** Enter your phone extension number in the **[Station Number]** text field.
- 2.** Enter your phone extension password in the **[Station Password]** text field.
The default password is 1234.
- 3.** Click the **[Login]** button.



Figure 3.3 Log In Screen

Scheduler

Screen Layout

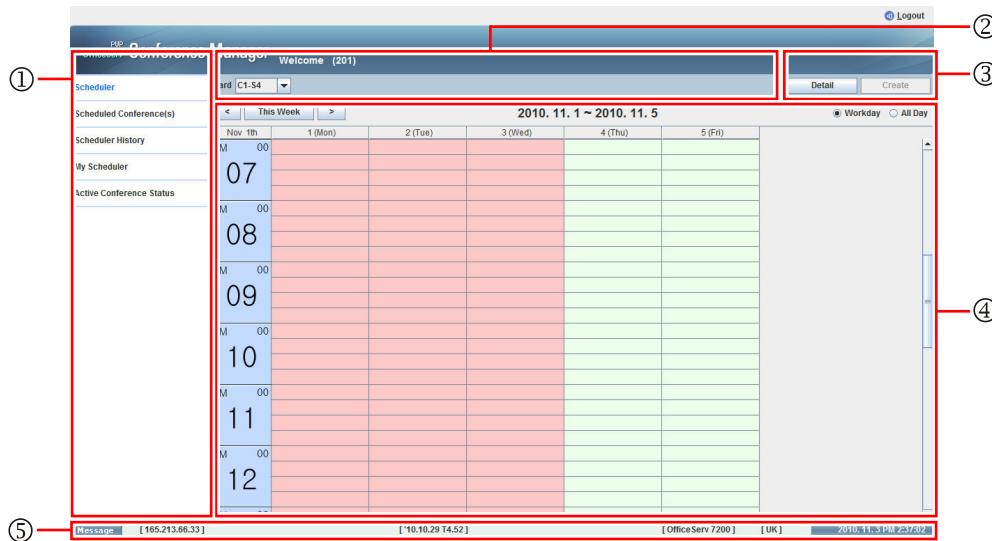


Figure 3.4 Screen Layout

Item	Description
① Menus	Display menus
② Navigator	Display the CNF24 card position in the system
③ Buttons	Function buttons
④ Calendar	Displays the current week's calendar let's you navigate to the previous and next week.
⑤ Status Bar	Displays information such as IP address, version, type, country, and system local time

Schedule a Conference

- Click the **[Scheduler]** menu option.

Select the conference time by dragging the area in the calendar.

Moving the cursor over a selected time shows how many ports are available at any given time. Number of ports determines how many attendees can participate in a conference.

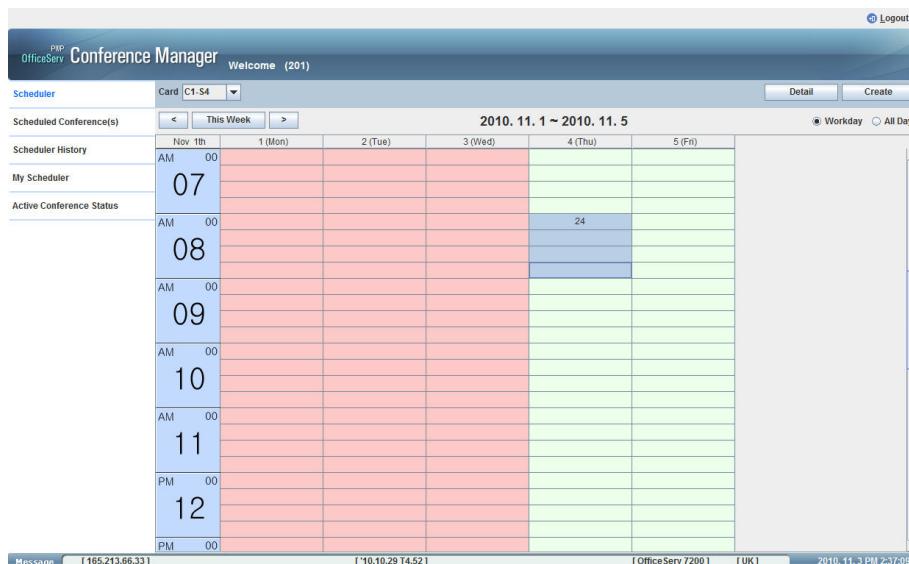


Figure 3.5 Conference Time Selection



Past days of the week are displayed in red. The system only allows conferences to be scheduled in the future. The **[Create]** button is grayed out for past times.

- Click the **[Create]** button. The Conference Reservation window displays.

3. Enter the conference information in the provided fields.

Click the **[Submit]** button.

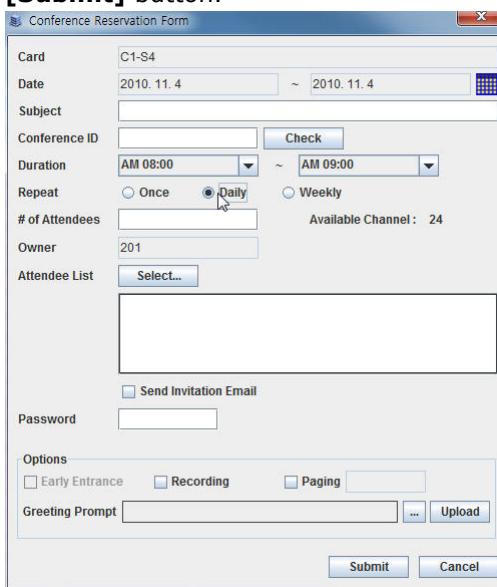


Figure 3.6 Conference Reservation

Item	Description
Subject	Enter the conference description.
Conference ID	Enter the conference ID (3 digits, ex. 100) After entering the unique conference ID, click the [Check] button to verify its availability. If the conference ID is not unique, the system provides the first available number for the next conference.
Duration	Enter the Start and End time of the conference. The system does not allow users to schedule conference times past the current system time.
Repeat	Set the recurrence pattern for this conference (Once/Daily/Weekly). If you select 'Daily', the end date can't exceed 7 days from start date. If you select 'Weekly', the end date can't exceed 28 days from start date. For example: If you set up a conference for every Monday (weekly) the system allows you to repeat this conference 4 times. If you set up a conference for every day (daily) the system allows you to repeat this conference 7 times.
End Date	If you select 'Daily/Weekly', enter the end date of the conference.
# of Attendees	Enter the number of attendees you want to invite to this conference. Each attendee counts as one channel/port.
Available Channel	Display the number of channels/ports available.
Owner	The system will auto populate this field based on the user's login. If you are a secretary setting up a conference for your boss you will need to login to the Conference Manager webpage using your boss' extension number if your boss wants to host and manage the conference. The owner is the person who will host and manage the conference.

(Continued)

Item	Description
Attendee List	Conference members who will attend conference call.
Password	Enter a password for the conference. If the password field is blank, attendees are not required to enter a password to join the conference.
Options	<ul style="list-style-type: none"> - Early Entrance: Allows conference attendees to enter conference 15 minutes before the starting time. - Recording: Determines if conference recording is allowed. If this option is selected, the system will reserve one more additional channel/port, which will be required for the recording function. - Paging: Determines if early paging is allowed. If this option is selected, the system will reserve one more additional channel/port, which will be required for the paging function. Enter the page zone number in the provided textbox.
Greeting Prompt	You can upload a personal greeting message file.

Select Conference Attendees and Send E-Mail Invitation

If you click the **[Select]** button, the Select Conference Member window displays.

Subscribers can be searched by **phone number** or **name**. Enter search criteria in the text field provided and click the **[Search]** button. Click the **[Select]** checkbox, then click the **[Invite Selected]** or **[Invite All]** buttons. Subscriber's information will be moved to the Attendee List.

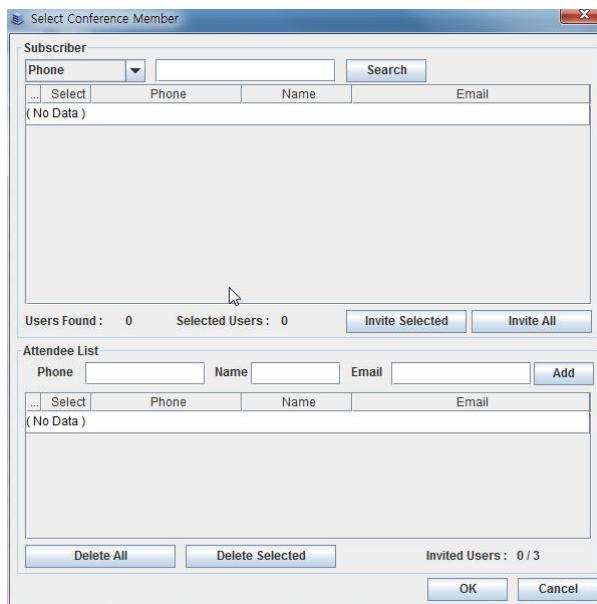


Figure 3.7 Select Conference Member

If you selected the 'Send Invitation Email' checkbox the Meet Me Conference Invitation window displays.

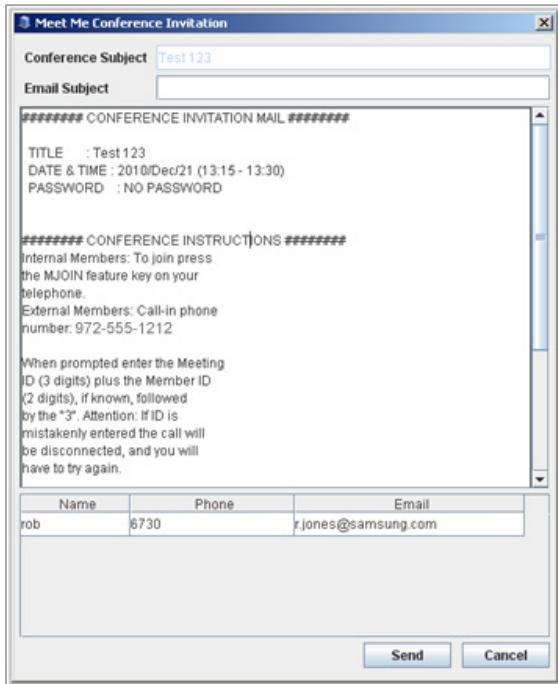


Figure 3.8 Meet Me Conference Invitation

- 1.** Enter the Email Subject in the textbox field.
- 2.** Edit body text of the email message.



Text shown on the Conference Instructions has been programmed in Device Manager 9.1.3.

Review e-mail body and add/edit any special instructions, including time zone, before sending the e-mail invitation.

- 3.** Review the attendee' email list.
- 4.** Click the **[Send]** button.

Detail

If you click the **[Detail]** button, the Conference List screen displays. If you select a time range by dragging the mouse over the Calendar the Conference List for the select time range displays.

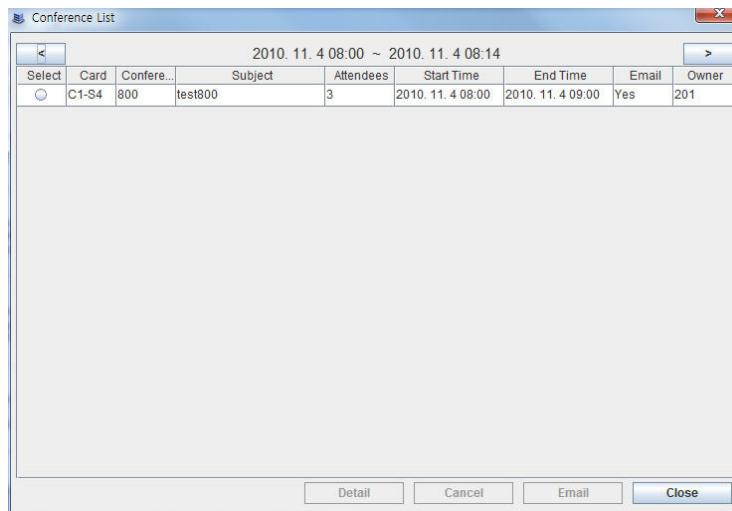


Figure 3.9 Conference List

Item	Description
Navigator (<, >)	Select previous/next time range
Detail	Displays detailed information about the selected conference
Cancel	Cancel selected conference, you can send a cancelation e-mail explaining the reason
Email	Displays e-mail invitation of selected conference

Scheduled Conference(s)

Click the [Scheduled Conference(s)] menu option to display all reserved conferences.

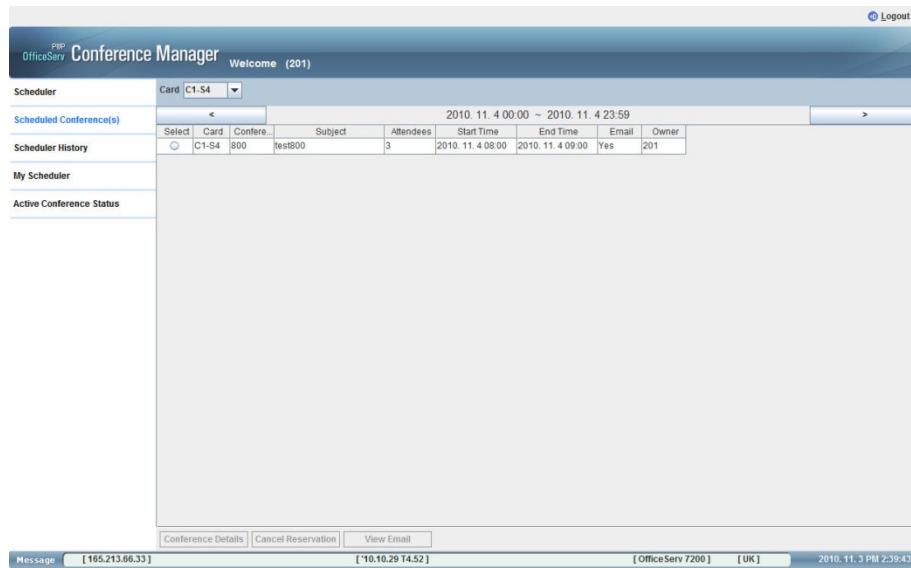


Figure 3.10 Scheduled Conference(s)

Item	Description
Navigator (<, >)	Select previous/next time range
Conference Details	Displays detailed information about the selected conference
Cancel Reservation	Cancel selected conference, you can send a cancellation e-mail explaining the reason
View Email	Displays e-mail invitation of selected conference

Cancel Reservation

Click on the **[Cancel Reservation]** button, the Cancel Reservation window displays.

Enter the Cancellation Reason in the Cancel Reason text field and select the Send Email checkbox to send an e-mail notification.

Click on the **[OK]** button to finish.

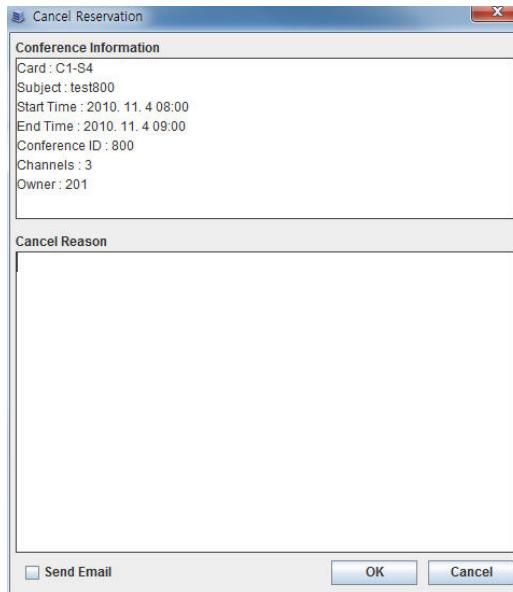


Figure 3.11 Cancel Reservation

Scheduler History

Click the [Scheduler History] menu option to display conference history.

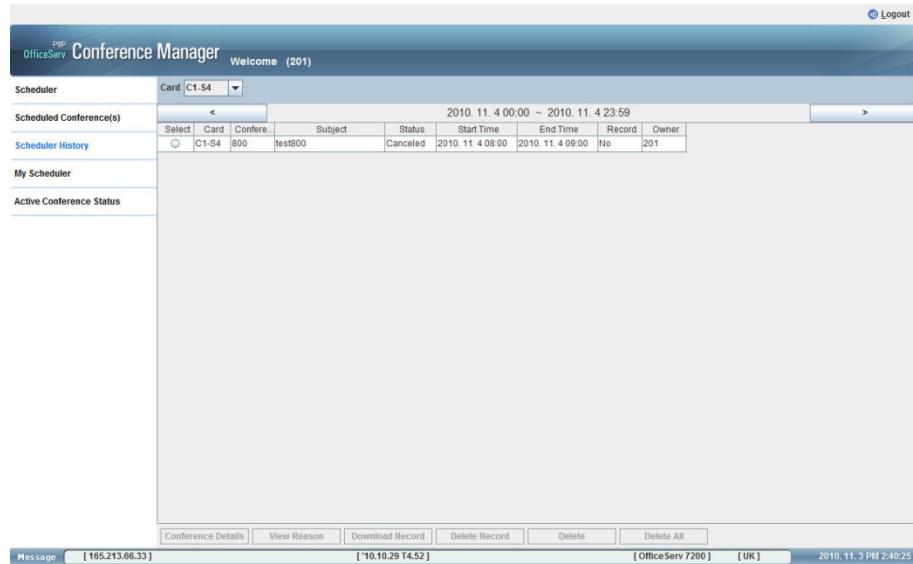


Figure 3.12 Scheduler History

Item	Description
Navigator (<, >)	Select previous/next time range
Conference Details	Displays detailed information about the selected conference
View Reason	Displays cancellation reason of selected conference
Download Record	Download recording file
Delete Record	Delete recording file
Delete	Delete selected conference history
Delete All	Delete all conference history

My Scheduler

Click the [My Scheduler] menu option to display your scheduled conferences including completed, in progress, and reserved.

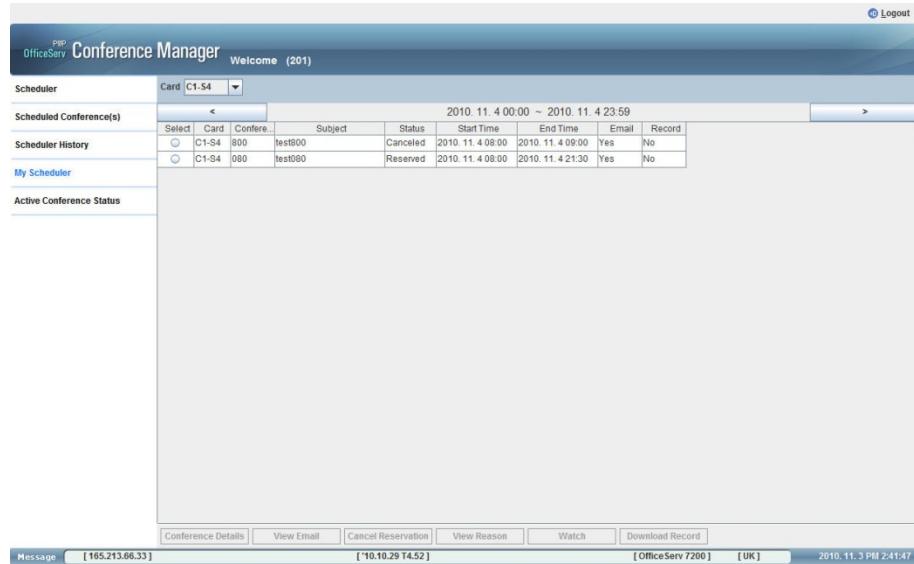


Figure 3.13 My Scheduler

Item	Description
Navigator (<, >)	Select previous/next time range
Conference Details	Displays detailed information about the selected conference
View Email	Displays e-mail invitation of selected conference
Cancel Reservation	Cancel selected conference
View Reason	Displays cancellation reason of selected conference
Watch	Monitor and manage selected conference while in progress
Download Record	Download the recorded conference file

Watch

Click the [Watch] button to monitor and manage a conference in progress. The [Watch] button is shown on the **My Scheduler** page and is enabled only when the selected conference status is In Progress.

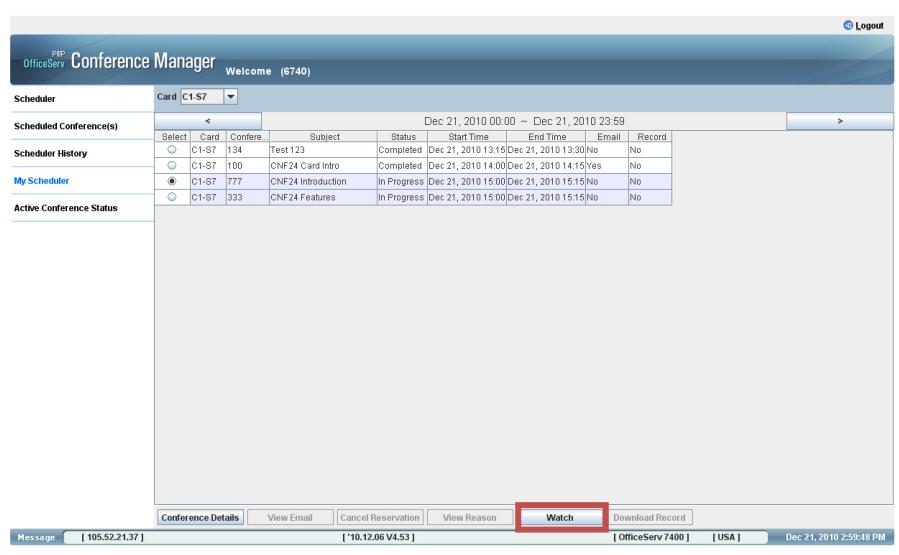


Figure 3.14 Manage / Monitor Conference



Watching Early Entrance

To monitor early entrance at least one attendee has to dial in to the conference.

Click the **[Watch]** button, the Conference Status page displays.

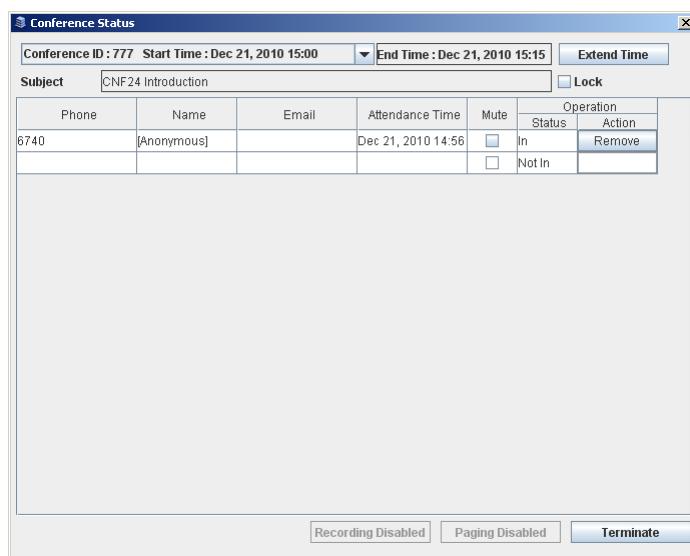


Figure 3.15 Conference Status

Item	Description
Extend Time	Extend the time of conference for 15 minutes. Users can extend the conference time as necessary, as long as there are conference ports available.
Lock	Lock the conference (no new members are allowed to join conference).
Action (Remove/Clear/Mute)	- Remove: Kick out the selected member - Clear: Clear the channel status for new member - Mute: Mute selected member
Recording Start /Recording Stop	Start/Stop recording the conference Recording button can be activated when recording option is selected.
Paging Start /Paging Stop	Start/Stop paging members Paging button can be activated when paging option is selected.
Terminate	Terminate conference

Active Conference Status

Click the [Active Conference Status] menu to display and monitor your conferences in progress.

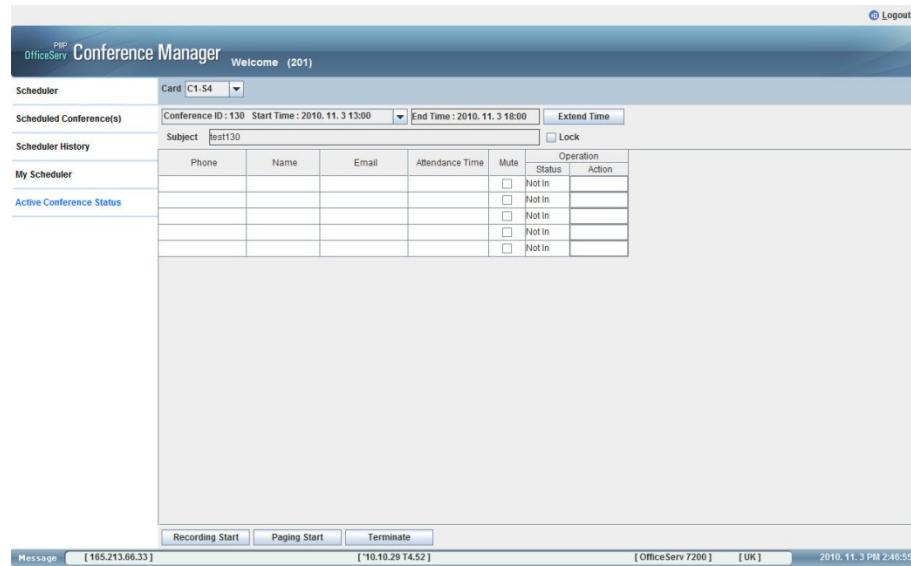


Figure 3.16 Active Conference Status

Item	Description
Card	Displays the card position
Conference Drop Down	Select the conference in progress
Extend Time	Users can extend the conference time as necessary, as long as there are conference ports available.
Lock	Lock the conference (no new members are allowed to join conference).
Action (Remove/Clear/Mute)	<ul style="list-style-type: none"> - Remove: Kick out selected member - Clear: Clear the channel status for new member - Mute: Mute selected member
Recording Start /Recording Stop	Start/Stop recording the conference Recording button can be activated when recording option is selected.
Paging Start /Paging Stop	Start/Stop paging members Paging button can be activated when paging option is selected.
Terminate	Terminate conference

CHAPTER 4. CNF24 Conference Features

This chapter describes the Meet-Me Conference and the Ad-Hoc features.

The CNF24 card supports 2 types of conference:

1. Meet-Me Conference
2. Ad-Hoc

Users can host a meet-me conference of up to 24 members maximum or multiple smaller conferences with less attendees by using the CNF24 card.

Conference Groups participants can be configured from 2 to 24 members (See Table 4.1). The Recording and Paging features use a port/channel each. For example: if you are planning a conference for 5 attendees, you will require 7 ports (if Recording and Paging features are selected).

The maximum recording time per CNF24 card is 50 hours, and concurrent recordings of up to 6 separate conference calls (per CNF24 card) are allowed.

Conferences can be any combination of internal or outside attendees in various combinations, but never more than 24. For example, with one CNF24 card you can have any one conference up to 24 parties. Simultaneously you can have 2 conferences of 12, 4 conferences of 6, 6 conferences of 4, 3 conferences of 8, a 10 party + a 14 party, a 16 party + an 8 party, and so on. You cannot bridge channels on one CNF24 card with channels on another CNF24 card.

Enabling the Recording and Paging features will reserve one channel for each service of the available 24 channels.

Meet-Me Conference

Meet-Me conference is established when users join the conference reserved in advanced by the host. Meet-Me conference host can supervise and manage the conference by using the Conference Manager web program.

Features

Meet-Me Conference Member Type

- **Internal Users**

All station users connected to the OfficeServ system can join the conference.

Phone types that can be used as station users:

- Analog Phone (FXS)
- Digital Phone
- WIP Phone
- IP Phone
- SIP Phone
- Soft Phone

- **External Users**

External users can join the conference by using all digital trunks except Loop Start Analog Trunk (FXO).

Digital trunk types allowed are as follows:

- ISDN PRI Trunk
- SPnet
- SIP Trunk (To use CNF24 resource properly, MPS should be enabled.)
- H.323 Trunk (To use CNF24 resource properly, MGI should be enabled.)

Meet-Me Conference Features

- Users can join the conference with or without being invited by the host.
- Voice Recording and Paging
 - Users can record current conference calls.
 - A conference member can broadcast (PAGE) a message to a PAGE zone.
- Alarms
 - Conference members can hear different alarm tones when joining the conference, leaving the conference, or ending the conference.
 - Join alarm is heard when a new member joins the conference.
 - Leave alarm is heard when a member leaves the conference.
 - End alarm is heard every 30 seconds when there are 3 minutes left before the end of conference.
- Who am I
 - When a new member joins the conference, he/she should identify themselves by announcing their name after the beep tone.
- Sole Participant Audio (SPA)
 - The first member who joins the conference will hear the SPA (if enabled) until another member joins the conference.
- Conference Manager
 - The host can perform additional conference features by using the Conference Manager web application.
 - Conference reservation
 - Member invitation
 - Personal greetings
 - Conference status inquiry
 - Lock/UnLock a conference
 - Mute/UnMute a conference member
 - Kick out a conference member
 - Conference time extension

Meet-Me Conference Options

In Device Manager 9.1.1 users can set Meet-Me Conference options such as basic join flow and mail server environment.

Basic Meet-Me join flow can be changed in DM 9.1.1 Conference Options or MMC 870: *Conference [CNF24] Options*. If specific option is disabled, related flow will be skipped.

Below options affect the conference join flow.

- Password Options
- Greeting Options
- Whoami Options
- SPA Options
- Join/Leave/End Alarm Options

Only conference host can hear the End Alarm at intervals of 30 seconds, starting 3 minutes before the conference ends.

The other options' definitions are below.

- Early Ent Time: Set early entrance time.
Member can join the conference 15 minutes earlier than the reserved time.
- Mail Server Options: If this option is enabled, mail server will follow related options (Mail Max Retry, Mail Day Saving Time, Mail Time Zone Offset etc.)
- Mail Max Retry: Mail sending maximum retry count when sending fail.
- Mail Retry Interval: Mail sending retry interval when sending fail.
- Mail Day Saving Time: Option to be used when switch time zone is different than scheduler time zone. Settings are Enable or Disable.
- Mail Time Zone Offset: Mail Time Zone One Offset. Adjust in 15 minutes intervals difference in switch time and end user time zone.
- Max Record Time: This is the maximum allowed time a user can record a current Meet-Me Conference. (Default: 300 minutes).
- Mail Server IP: E-Mail Server's IP address. This address may be needed in the Mail Server Domain also.
- Mail Server Port: Mail Server's connection port number
- Mail Server User ID: E-Mail Server account setup to associate Conference card e-mails.
- Mail Server Password: Password for Mail Server User ID, make sure it is set not to expire, or e-mails will not authenticate and no e-mail will be delivered.
- Mail Server Domain: Mail Server's Domain Address (may require Mail Server ID Address) put in this field to talk to certain E-Mail Servers.
- DNS IP: DNS IP address (used for Mail Server Domain)
- Record Alarm Capacity: Alarm will be generated when the capacity of recording files becomes the designated capacity. (Default: 70%)
- Record Delete Capacity: Recording files will be deleted when the allowed recording reaches the designated capacity. (Default: 90%)
In this case the oldest file is deleted automatically.

9.1.1.Conference Options	
Item	Conference Options
Password Options	On
Greeting Options	On
Whoami Options	On
SPA Options	On
Join Alarm Options	On
Leave Alarm Options	On
End Alarm Options	On
Early Ent Time	15
Mail Server Options	Off
Mail Max Retry	3
Mail Retry Interval	5
Mail Day Saving Time	Disable
Mail Time Zone Offset	+00 00
Max Rec Time (min)	300
Mail Server IP	255.255.255.255
Mail Server Port	
Local Domain	
Mail Server User ID	
Mail Server Password	
Mail Server Domain	
DNS IP	0.0.0.0
Record Alarm Capacity	70
Record Delete Capacity	90

Figure 4.1 Conference Options

Conference Progress

Meet-Me Conference Schedule

- Access Conference Manager to schedule a Meet-Me conference.

You can access PWP in DM 9.2.1 or by entering the URL below.

[MP20S] <https://System IP Address/pwp/>

[MP20/40] <http://System IP Address/pwp/>

Enter your phone extension number in the **[Station Number]** text field.

- Enter your phone extension password in the **[Station Password]** text field.
The default password is 1234.

- Click the **[Login]** button.

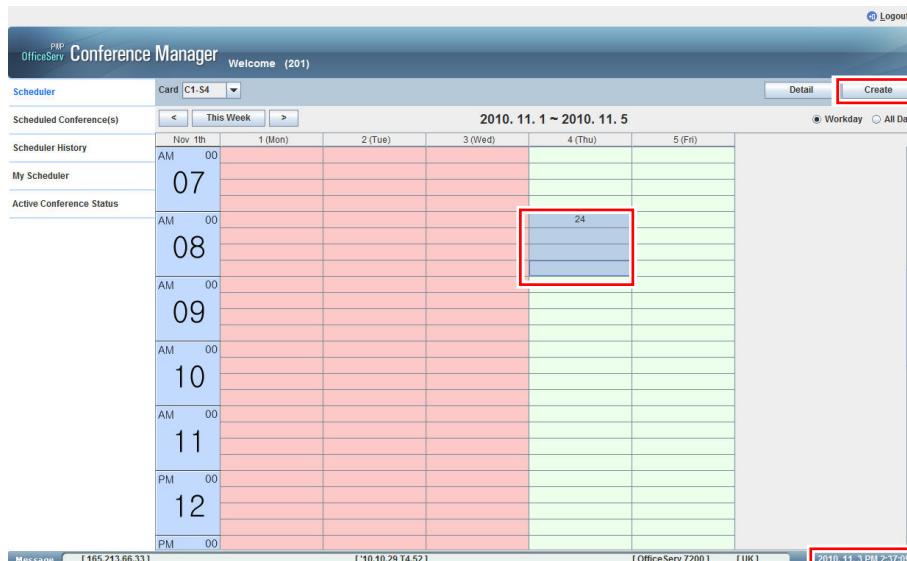


Figure 4.2 Conference Manager (DM 9.2.1)

- Check current date and time on the bottom right hand corner.

3. Set conference date and time.

Select the conference time by dragging the area in the calendar.

Moving the cursor over a selected time shows how many ports are available at any given time. Number of ports determines how many attendees can participate in a conference.

- Column: One day (If you select Workday radio button, you can see Monday ~ Friday. If you select All Day radio button, you can see Sunday ~ Saturday.)
- Row: Each cell represents an interval of 15 minutes
For example, if you want to set a conference from 10:00 to 11:00, drag the mouse pointer from 10:00 to 11:00.

4. Reserve conference.

Select [**Create**] button. Conference Reservation form displays.

Figure 4.3 Conference Reservation

- 5.** Enter the conference information in the provided fields. When finished click on the **[Submit]** button.

Item	Description
Subject	Enter the conference description.
Conference ID	Enter the conference ID (3 digits, ex. 100) After entering the unique conference ID, click the [Check] button to verify its availability. If the conference ID is not unique, the system provides the first available number for the next conference.
Duration	Enter the Start and End time of the conference. The system does not allow users to schedule conference times past the current system time.
Repeat	Set the recurrence pattern for this conference (Once/Daily/Weekly). If you select 'Daily', the end date can't exceed 7 days from start date. If you select 'Weekly', the end date can't exceed 28 days from start date. For example: If you set up a conference for every Monday (weekly) the system allows you to repeat this conference 4 times. If you set up a conference for every day (daily) the system allows you to repeat this conference 7 times.
End Date	If you select 'Daily/Weekly', enter the end date of the conference.
# of Attendees	Enter the number of attendees you want to invite to this conference. Each attendee counts as one channel/port.
Available Channel	Display the number of channels/ports available.
Owner	The system will auto populate this field based on the user's login. If you are a secretary setting up a conference for your boss you will need to login to the Conference Manager webpage using your boss' extension number if your boss wants to host and manage the conference. The owner is the person who will host and manage the conference.
Attendee List	Conference members who will attend conference call.
Password	Enter a password for the conference. If the password field is blank, attendees are not required to enter a password to join the conference.
Options	<ul style="list-style-type: none"> - Early Entrance: Allows conference attendees to enter conference 15 minutes before the starting time. - Recording: Determines if conference recording is allowed. If this option is selected, the system will reserve one more additional channel/port, which will be required for the recording function. - Paging: Determines if early paging is allowed. If this option is selected, the system will reserve one more additional channel/port, which will be required for the paging function. Enter the page zone number in the provided textbox.
Greeting Prompt	You can upload a personal greeting message file.

E-Mail Server Configuration

- 1) Set up the E-Mail addresses of all system's extension users in DM 9.1.6. E-mail Address. This information is inputted into the Sender of the conference E-Mail invitation.
- 2) When you reserve a conference, select **[Attendee List]** from Conference Reservation Form. Then **[Select Conference Member]** page displays.
- 3) There are two ways of selecting attendees:
 - (a) **Subscriber:** You can search for members in the pre-defined meet-me member list which was set in DM 9.1.5.
In DM 9.1.5 enter the meet-me member information such as name, telephone number and E-Mail address.
For example: Bob Smith / 216 / bob@ipums2008.samsung.com
 - (b) **Attendee List:** You can enter attendee information manually. This information will populate DM 9.1.5.
- 4) After selecting members, click on **[Send Invitation E-Mail]** to set-up E-Mail invitation.
- 5) After completing conference reservation, **[Meet Me Conference Invitation]** displays.
- 6) Enter **[E-Mail Subject]** and check E-Mail information. Then click on **[Send]** button.

Entry	User Name	Tel Number	Email Address
0	KEVIN	6767	younghoon.ko@samsung.com
1	John Hannon	972-918-0397	j.hannon@att.net
2	shawn	6733	s.guenther@samsung.com
3	scott	6734	s.hoek@samsung.com
4	joel	6737	j.Kao@samsung.com
5	lynn	6726	lsimmons@sta.samsung.com
6	robertj	2144972595	rjones@sta.samsung.com
7	cindy	6741	c.hoek@samsung.com
8	VivianS	9727271372	vsommerf@hotmail.com
9	test	9727	test123.com

Figure 4.4 Meet-Me Members List [9.1.5]

Tel Number	Email Address
6760	
6761	
6759	
6731	
6711	
6744	j.hannon@samsung.com
6791	
6743	
6749	

Figure 4.5 E-Mail Address [9.1.6]

Select Conference Member and Sending E-Mail Invitation

If you click on **[Attendee List]**, the **[Select Conference Member]** displays.

Search subscriber by phone number or name and add selected subscriber to Attendee List. In Attendee List, subscriber's information such as phone number, name and e-mail address can be checked.

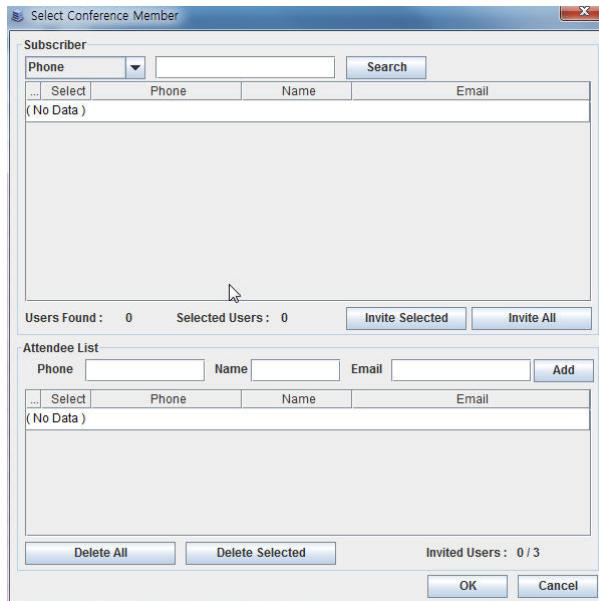


Figure 4.6 Select Conference Member

If you select the **[Send Invitation Email]** check box, the Meet Me Conference Invitation displays. Review the invitation message and click the **[Send]** button. The E-Mail will be sent to the conference members.

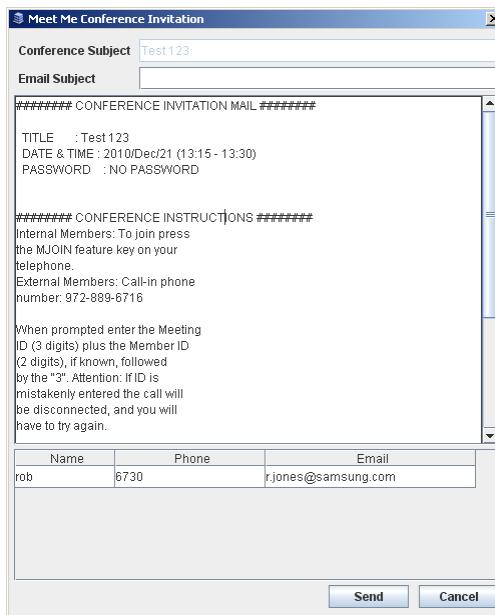


Figure 4.7 Meet Me Invitation E-Mail

Create Personal Conference Greeting Prompt

After callers enter the Conference ID and then the password (optional) they hear the generic greeting "This is the conference system". When setting up new conference you can choose to play a personal greeting prompt instead of this generic greeting by uploading a different file. This greeting can be recorded as a .wav file using your PC microphone and any sound recording application. When recording the greeting prompt use 8K or 8000 sampling rate.

Before it can be uploaded it must be converted to SND file format and so the Meet-Me Conference card can play this greeting. You can use the GoldWave or some other application you are familiar with to convert .wav files to .snd files. Visit <http://www.goldwave.com/relese.php> to obtain this application.

File format must be saved as (*.snd) in Attributes menu select [u-Law, mono]. See figure below.

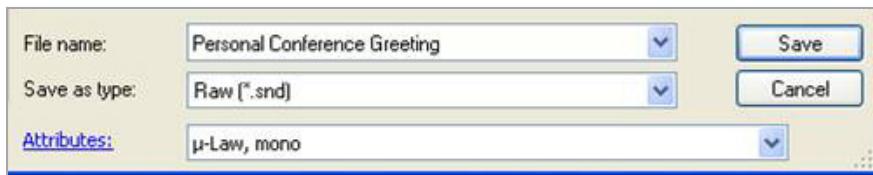


Figure 4.8 Personal Greeting Prompt Save Screen

If you choose not to upload a new *Greeting Prompt* the system will play the generic prompt for that conference. See instruction below to upload conference "Greeting Prompt".

Upload Conference Greeting Prompt

When creating a new conference using the Conference Reservation Form

- 1) Click on the [...] to the right of the Greeting Prompt.
- 2) Select the greeting file in the menu.
- 3) Click on Upload button. This Greeting Prompt file will play when attendees enter this conference instead of the generic prompt.

Default CNF24 Prompts

9.2.1.Meet Me Conference 9.1.7.CNF24 Voice Management			
Card	C1-S7	Language Set	USA
No	Comments	File	
0	Meet-Me Conference Id Request	0000.snd	...
1	Meet-Me Conference Password Request	0001.snd	...
2	Meet-Me Conference Greeting	0002.snd	...
3	Meet-Me Conference SPA Music	0003.snd	...
4	Meet-Me Conference Who am I Request	0004.snd	...
5	Meet-Me Conference Join Alarm Tone	0005.snd	...
6	Meet-Me Conference Leave Alarm Tone	0006.snd	...
7	Meet-Me Conference End Alarm Tone	0007.snd	...
8	Meet-Me Conference : ConfId Error	0008.snd	...
9	Meet-Me Conference : Password Error	0009.snd	...
10	Meet-Me Conference : Conf Lock	0010.snd	...
11	Meet-Me Conference : Conf Mbr Full	0011.snd	...
12	Meet-Me Conference : Can't Join	0012.snd	...
13	Meet-Me Conference : Abnormal Error	0013.snd	...

Figure 4.9 Device Manager 9.1.7 Voice Prompts

Prompt Number	Prompt Name	Prompt	File
0	Meet Me Conference: ID Request	Please enter the Conference ID followed by the # key.	0000.snd
1	Mee Me Conference: Password Request	Please enter the Password followed by the # key.	0001.snd
2	Mee Me Conference: Greeting	This is the Conference System.	0002.snd
3	Mee Me Conference: SPA Music	Music for first party entering the bride, only music	0003.snd
4	Mee Me Conference: Who Am I Request	Please Record a name Followed by the # key.	0004.snd
5	Mee Me Conference: Join Alarm Tone	Entry Beep, sound	0005.snd
6	Mee Me Conference: Leave Alarm Tone	Music Chime, beep	0006.snd
7	Mee Me Conference: End Alarm Tone	Strange Ring back Tone,	0007.snd
8	Mee Me Conference: Conf. ID Error	Sorry, This is not a valid entry.	0008.snd
9	Mee Me Conference: Password Error	The passwords do not match.	0009.snd
10	Mee Me Conference: Conference Locked	I am sorry the Conference is Locked.	0010.snd
11	Mee Me Conference: Conf Member Full	I am sorry, every one is busy.	0011.snd
12	Mee Me Conference: Can't Join	I am Sorry, you can not Join the conference.	0012.snd
13	Mee Me Conference: Abnormal Error	I am Sorry, you have dialed a wrong number, please check the number and try again	0013.snd

Note: When users choose to Upload a greeting Prompt shown at the bottom of the Conference Reservation Form they are playing this file instead of prompt #2 , file name 0002.snd, the generic prompt. The original prompt #2 is never discarded. It will play the next time a conference is setup if the user does not upload their personal Greeting Prompt. The uploaded file is used for the selected conference. It must be upload each time a conference is set up.

Figure 4.10 Voice Prompts Files

Join Meet-Me Conference

1. Dial Meet-Me Feature Key or Code

Settings for internal and external users are different as below.

- Internal Users

There are two ways to start a Meet-Me conference.

→ Assign **[MJOIN]** key to station users in DM 4.9.2.

Select **[MJOIN]** key.

→ Assign **[MJOIN]** feature code number in DM 2.8.0.

Dial **[MJOIN]** feature code.

- External Users

→ Set DID routing table in DM 3.2.3 to allow external users to join Meet-Me conference.

(1) Assign **[MJOIN]** feature code number in DM 2.8.0. (ex. 88)

(2) Enter specific digits as Incoming digits in DM 3.2.3. (ex. 200)

(3) Enter MJOIN feature code as its Ring Plan in DM 3.2.3.

2.8.0.Numbering Plan				
Cabinet FEATURES ▼				
Slot	Channel	Port No	Device Type	Tel Number
LOGOUT	171	633	Features	
MACR	170	632	Features	
MCONF	163	625	Features	7775
MGC	162	624	Features	88
MJOIN	161	623	Features	7777

Figure 4.11 MJOIN Feature Code

2. Dial Conference ID

Attendee hears announcement requesting Conference ID.

Attendee dials Conference ID as specified in the examples below.

- Conference ID (xxx) + End of Digit ('#')
 - 4 digits
 - Attendee joins the conference as Anonymous.
- Conference ID (xxx) + Member Login Index (yy) + End of Digit ('#')
 - 6 digits
 - Member Login Index can be 00 to 99. If attendee dials 99 as member login index, that attendee joins the conference as a Host. If host does not enter member ID 99, he/she will not receive audible tone indicating 3 minutes remains before conference ends warning message.

3. Dial Password

After confirming Conference ID, attendee hears announcement requesting the password.

Attendee dials conference ID as shown in the example below.

- Password (zzzz) + End of Digit ('#')
→ 5 digits

4. Greeting

After confirming password, attendee hears greeting announcement.

5. Record WhoamI

Attendee hears announcement requesting to record his/her name. After playing announcement, attendee hears a beep tone to start recording.

Recording stops when attendee dials '#' key or maximum recording timer (Max Rec Time) in DM 9.1.1 is expired.

6. Play Sole Participant Audio (Music)

Only the first conference attendee hears the Sole Participant Audio until another conference participant joins the conference. Customer supplied music (SPA) can be changed in DM 9.1.7 (File003).

7. Join Alarm

Current conference attendee, who already joined the conference, hears a join-alarm tone every time a new participant joins the conference.

8. Play Recorded WhoamI

Current conference attendees, who already joined the conference, hear a recorded name announcement of a new attendee. If the new attendee is a station user, "Meet-Me Conf / Wait for Joining" message displays on the LCD until attendee joins the conference.

9. Join Meet-Me Conference

Attendee joins the conference after completing all steps above.

Record Meet-Me Conference

Host can record current conference when Recording option is enable.

1. Logon to Conference Manager and click on **[My Scheduler]** menu.
2. All conferences information is displayed.
Select conference to record and click on **[Watch]** button.
3. Conference Status page displays.
Click on **[Recording Start]** button to start recording.
Note: The recording feature uses one port/channel.

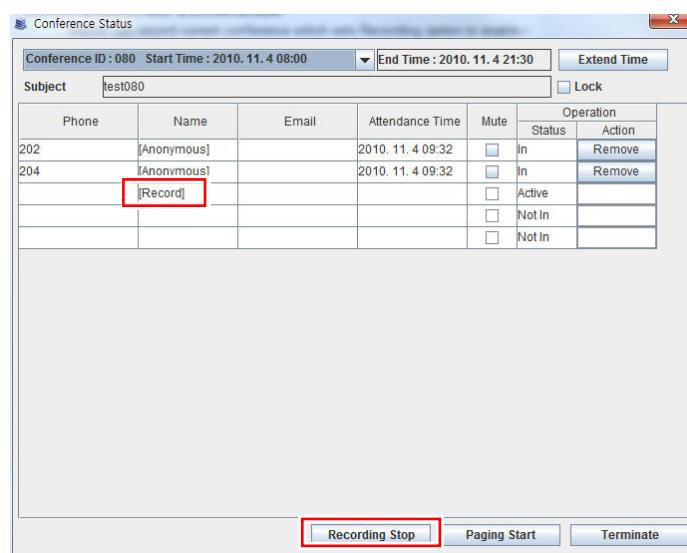


Figure 4.12 Record Meet-Me Conference

Download Recorded Conference File

Completed recorded conference calls can be downloaded and played by the Host by following the steps below.

- 1.** Logon to the Conference Manager and click on [**My Scheduler**] menu.

- 2.** All conferences information is displayed.
Select the recorded conference you want to download and click on [**Download Record**] button. The [**Download Record**] button is enabled only when the selected conference is completed.

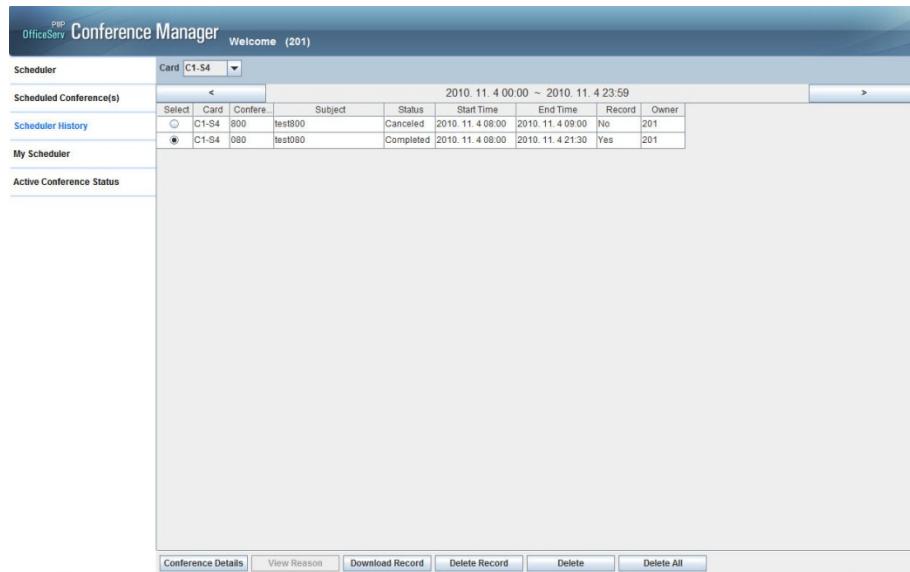


Figure 4.13 Download Recorded Conference

- 3.** Select the location on your computer where you would like to save the recording. Recorded file is saved as a wav file. Recorded conference file can be e-mailed as an attachment.

Play Downloaded Conference File

Downloaded conference file can be played by double clicking on the file name to play the recording using Windows Media Player or any available player you have installed on your computer.

Meet-Me Conference Paging Feature

Hosts can use the paging feature while a conference call is in progress, if the Paging option is enabled. Before logon to Conference Manager, page zone (0~8) and its members must be set in DM 4.1.3.

- 1.** Logon to the Conference Manager and click on **[My Scheduler]** menu.
- 2.** All conferences information is displayed.
Select conference to record and click on **[Watch]** button.
- 3.** Conference Status menu is displayed.
Click on **[Paging Start]** button to start paging. Page members hear paging announcement until **[Paging Stop]** button is clicked.
Note: The paging feature uses one port/channel.
All members of the conference call, if members of the page zone, will hear the paging. All idle page zone members will also hear the paging.
If a member is on a call, not associated with the conference call, member will not hear the paging.

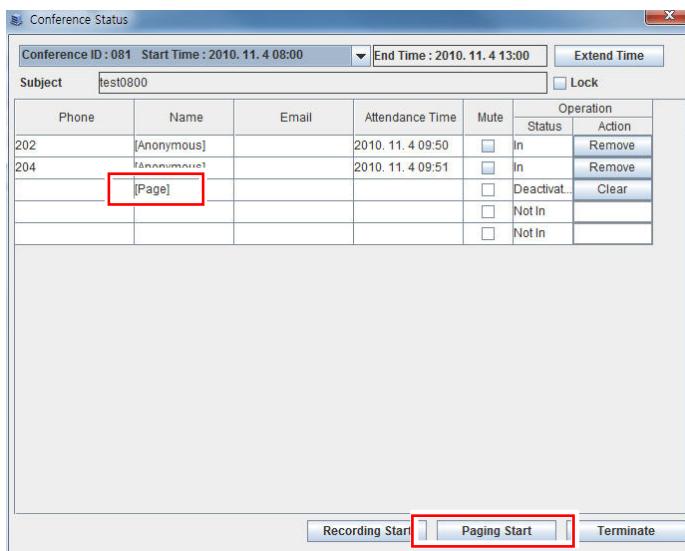


Figure 4.14 Page Meet-Me Conference

Additional Features

Additional features of Meet-Me Conference can be checked on **[My Scheduler] → [Watch]**. When conference status is "In-Progress" the **[Watch]** feature is enabled.

- 1.** Logon to the Conference Manager and click on **[My Scheduler]** menu.
- 2.** All conferences information is displayed.
Select conference to record and click on **[Watch]** button.

Lock/Unlock the Conference

If **[Lock]** is checked, no more attendees can join the conference. Remove the check mark on **[Lock]** to allow attendees to join.

Mute/UnMute a Conference Member

If **[Mute]** is checked, attendee can't be heard by other participants.

Remove a Conference Member

If the host clicks on **[Remove]** button, that attendee is removed from the conference call and can't join the conference in progress until the host clicks on **[Clear]** button. If an external user is removed from the conference call and has a specific CLI number, a member who has the same CLI number can't join the current conference until hosts clicks on **[Clear]**.

Conference Time Extension

There are two ways to extend a conference end time.

- 1) PWP: Click on **[Active Conference Status]** menu and select conference you want to extend. Click on **[Extend Time]** button. Each click on the **[Extend Time]** button will extend the conference duration by 15 minutes. Hosts can extend end time up to 1 hour.

Transfer Into Meet-Me Conference

This feature allows a conference attendee to transfer another member into the Meet-Me Conference.

There are two ways of transferring a current call onto a Meet-Me conference.

- 1) During a Conversation
When user <A> and user are on a conversation, <A> can transfer into the Meet-me conference.
 - (a) During a conversation, <A> selects **[TRSF]+[MJOIN]**.
 - (b) User A enters the conference ID and password while the opposite party is on hold.
 - (c) User <A> then is disconnected and User joins the Meet-Me conference.

2) While on a Meet-me Conference

When user <A> joins the Meet-me conference, <A> can add as a conference member without <A> being disconnected.

- (a) During Meet-Me conference, <A> selects [MJOIN].
- (b) When hearing dial tone, <A> dials the phone number of .
- (c) After connecting with , <A> selects [MJOIN] again.

Then both <A> and join the conference at the same time.

※ In this case <A> is already a Meet-Me conference attendee before adding .

Ad-Hoc Conference

Users can set-up an Ad-Hoc conference with up to 24 parties (you and 23 others). The maximum number of attendees is determined by the number of channels dedicated to the Ad-Hoc conference feature. The parties can be internal stations or outside calls. The Ad-Hoc conference works similar to the OfficeServ Add-On conference but is not limited to 5 parties. Users must have the MCONF button to initiate an Ad-Hoc conference.

Features

- Ad-hoc conferences can be established when there are at least 3 members. If one of members disconnects the call, the Ad-Hoc conference is also disconnected.
- If there are more than 4 members in the conference and the host disconnects the call, one of remaining members becomes the master.

Conference Progress

1. Assign **[MCONF]** key to station user in DM 4.9.2 or set feature code in DM 2.8.0.
2. Station A presses **[MCONF]** key or dials its feature code during a conversation with Station B, and dials Station C to invite to an Ad-Hoc conference.
→ Be sure that Ad-Hoc conference with MCONF key uses CNF24 conference channels not System resources and station A become the conference host.
3. Press **[MCONF]** key.
If host wants to invite another member, dial that member's number.
If not, dial **[MCONF]** key again.
→ Ad-Hoc conference with station A, B and C is now established.

2.8.0.Numbering Plan				
Cabinet	FEATURES			
LOGOUT	171	633	Features	
MACR	170	632	Features	
MCONF	163	625	Features	7775
MGC	162	624	Features	88
MJOIN	161	623	Features	7777

Figure 4.15 MCONF Feature Code

ABBREVIATION

B

BRI Basic Rate Interface

C

CPLD Complex Programmable Logic Device
CPU Central Processing Unit

D

DM Device Manager

F

FXO Foreign eXchange Office
FXS Foreign eXchange Station

H

HDD Hard Disk Drive

I

IP Basic Rate Interface
ISDN Integrated Services Digital Network

J

JRE Java Runtime Environment

L

LAN Local Area Network
LED Light Emitting Diode

M

MAC	Media Access Control
MCONF	Multi Conference
MCP	Main Control Processor
MGC	Multi Group Conference
MJOIN	Multi Join conference

O

OS	Operating System
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P

PCB	Printed Circuit Board
PRI	Private Rate Interface
PSTN	Public Switched Telephone Network
PWP	Personal Web Page (OfficeServ Conference Manager)

R

RAM	Random Access Memory
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S

SIP	Session Initiation Protocol
SPA	Sole Participant Audio

U

UART	Universal Asynchronous Receiver and Transmitter
UTP	Unshielded Twisted Pair wire

W

WIP	Wireless Intelligent Peripheral
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