



# Conference Bridge Manager Administration Guide

# Disclaimer

The illustrations and other views, telephone displays, and screen captures appearing in this manual are examples used to explain how the application's features and controls are used. What is displayed in the illustrations may differ from what is displayed on your actual equipment and may not represent something that is possible in actual operation. The functions that you can use and the information that you can display may differ depending on the telephony state and external equipment connected in your network and system. Therefore, use the illustrations only as guidelines.

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# SCOPE AND PURPOSE OF THIS GUIDE

The scope of this document includes administrative tasks related to the Conference Bridge Manager. For further information regarding the Conference Bridge Manager, please refer to *Introduction to the Conference Bridge Manager* and to the *Conference Bridge Manager User Guide*.

This guide describes the installation and configuration of the Conference Bridge Manager (CBM) board in the Coral FlexiCom and the installation and initial setup of the Conference Bridge Manager client. After leading the administrator of Conference Bridge Manager through all the steps of installation and configuration, this guide also provides the administrator with essential information about ongoing CBM administrative tasks.

At the beginning of each section in this guide that deals with installation and configuration, a list of preceding, current and future installation/configuration tasks provides the installer with a clear picture of her/his place in the installation and configuration process.

This document will guide you through all the administrative tasks associated with the Installation and Configuration of the Conference Bridge Manager on your site, including tasks involving Coral FlexiCom configuration, Composit configuration and CBM specific configuration. Ongoing CBM administrative tasks beyond initial Installation and Configuration will also be discussed.

## INTRODUCTION TO THE CONFERENCE BRIDGE MANAGER

The Conference Bridge Manager (CBM) is based on Composit and allows users to initiate conferences and invite participants based on available conference resources in the Coral FlexiCom.

A person initiating a conference through the Conference Bridge Manager software, sets a conference for a certain date, time and duration. The conference has a unique numerical password which serves as an admission ticket for the organizer as well as the invited participants.

When the meeting time arrives, participants dial into the system, enter the correct password and join the conference session. Participants may opt to request a callback. In such cases the system calls the participant when the meeting begins.

## WHO SHOULD USE THIS GUIDE

This document is intended for the CBM administrator and the Coral FlexiCom administrator. In many organizations this will be the same person.

## CONVENTIONS

The following table lists conventions that are used throughout this guide.

<i>Notice Type</i>	<i>Description</i>
<b>Note:</b>	Information that describes important features or instructions
<b>Warning</b>	Information that alerts you to potential loss of data or potential damage to an application, device, system, or network
<b>Tip</b>	Helpful information aimed at of enhancing efficiency and avoiding pitfalls
<b>Remember:</b>	Information that was presented previously in the document is presented or referred to again for emphasis of it's importance in the current context

## RELATED DOCUMENTATION

- Conference Bridge Manager User Guide

## DOCUMENTATION COMMENTS

Your suggestions are important to us because we want to make our documentation more useful to you.

Please send e-mail comments about this guide or any of the Contact Center documentation and Help systems to:

[Composit\\_Comments@tadirantele.com](mailto:Composit_Comments@tadirantele.com)

Please include the following information with your comments:

- Document title
- Page number
- Your name and organization (optional)
- Your comments, questions, suggestions, etc.

# OVERVIEW OF CBM INSTALLATION AND CONFIGURATION

As system administrator, your responsibilities include tasks that are done at or close to initial installation of conference capabilities on your Coral FlexiCom. CBM installation and configuration includes a number of stages:

- Site Preparation
- CBM Board Installation
- Coral FlexiCom Configuration Part I
- Configuring System Init Values via the Composit Administrator
- Configuring the Telephone Lines
- Coral FlexiCom Configuration Part II – ACD Groups
- CBM Client Installation
- CBM Tasks for CBM Configuration – First Steps
- Configuring and Managing Bridges
- Defining and Managing Users

# SITE PREPARATION

Before you begin installation of Tadiran Telecom's Conference Bridge Manager, verify that the equipment and infrastructure needed are available. When you have completed site preparation, you will be ready to continue to the next step on the CBM Installation Roadmap.

The CBM Installation roadmap appears at the beginning of every section concerned with installation and configuration. It displays your progress in the installation and configuration process of the Conference Bridge Manager (CBM).

## [CBM Installation Roadmap](#)

### → **Site Preparation**

- ① Insertion of the CBM board in the Coral FlexiCom and attaching peripheral equipment
- ② Adding card configuration information to the Coral FlexiCom
- ③ Setting System Init Values via the Composit Administrator
- ④ Configuration of Telephone Lines via the Composit Administrator
- ⑤ Adding telephone group definitions to the Coral FlexiCom
- ⑥ Installation of the Conference Bridge Manager (CBM) Client
- ⑦ Installation and Configuration Tasks in CBM

## CHECKING THE CORAL FLEXICOM

Make sure that you have the internal Coral FlexiCom hardware components and the necessary network connection and peripherals before you begin the CBM installation and configuration process.

### **To verify that the Coral FlexiCom is properly equipped:**

- 1 Check that the Coral FlexiCom has 24 SDT ports available for CBM board use.
- 2 Verify the existence of at least one APDL resource in the Coral FlexiCom available for use by the CBM board.
- 3 Verify that the required number of conference bridges are installed in the Coral FlexiCom
- 4 Inform your IT department that Port 25 needs to be unblocked. This is for use within the organization only.

**Note:** CBM uses SMTP services to send email to conference organizers.

## CHECKING CBM INSTALLATION PREREQUISITES

You need to verify that you have all the peripheral equipment and the network connection necessary for the CBM server to function and communicate.

*To Verify that you are ready to set up the CBM card:*

1. Verify that a network connection is available adjacent to the Coral FlexiCom for connecting the CBM card to the network.
2. Verify that the peripherals needed for managing the CBM card are available. These include:
  - a. Monitor
  - b. Keyboard
  - c. Mouse
  - d. Network cable
  - e. USB Hub

**Note:** A USB Hub is needed if two of the above peripherals require a USB port. This is due to the fact that the license dongle, not mentioned above, also requires a USB Port

## WHAT'S NEXT?

After verifying that you have the required environment and equipment to start the installation process, you can install the CBM card in the Coral FlexiCom.

# CBM BOARD INSTALLATION

You have completed Site Preparation and are about to continue with the CBM Board Installation. The Conference Bridge Manager server is installed on the hard disk of the CBM Board.

## CBM Installation Roadmap

- ✓ Site Preparation
- ➔ **Insertion of the CBM board in the Coral FlexiCom and attaching peripheral equipment**
- ① Adding card configuration information to the Coral FlexiCom
- ① Setting System Init Values via the Composit Administrator
- ① Configuration of Telephone Lines via the Composit Administrator
- ① Adding telephone group definitions to the Coral FlexiCom
- ① Installation of the Conference Bridge Manager (CBM) Client
- ① Installation and Configuration Tasks in CBM
  - ① Setting Essential Phone Numbers
  - ① Configuring Bridges
  - ① Managing Users

You will be installing the CBM board in an empty slot of the Coral FlexiCom and attaching the required peripherals, network connection and license dongle.

This chapter details:

- Boards Description
- Inserting the CBM board in the Coral FlexiCom

## BOARDS DESCRIPTION

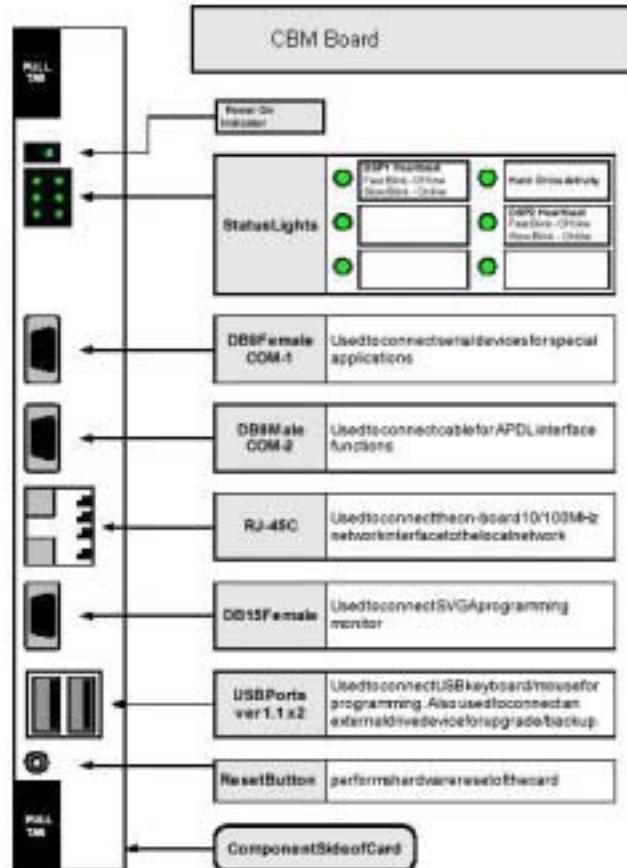
Two models of CBM board are available to fit the various Coral FlexiCom models:

Board Format	Coral FlexiCom Type
Large Format Board	Coral FlexiCom 3000 or higher
Small format board	Coral FlexiCom 200 series or Coral FlexiCom IPx 500

The CBM board plugs directly into the Coral FlexiCom backplane. The CBM boards are Pentium Class PCs equipped with a hardware interface capable of communicating with the Coral FlexiCom through the system backplane.

## BOARD ARCHITECTURE

The figure below represents the architecture of the board.



## HARDWARE COMPONENTS OF THE CBM BOARD

The CBM board includes the following hardware components:

- Pentium Geode 266 microprocessor.
- 256MB SDRAM.
- 5400RPM EIDE hard drive.
- 4MB AGP video.
- Two Version 1.1 USB ports for keyboard, mouse, and license dongle connections.
- Two 9-pin serial ports - 1 male and 1 female.

- SVGA 15-pin monitor connector.
- 10/100MHz network interface port.
- Dialogic-compatible voice interface circuit modules.
- Two DSP voice hardware interface circuits.
- System status LED group.

## SOFTWARE COMPONENTS OF THE CBM BOARD

The CBM board is equipped with the following software components:

- Windows 2000 Professional operating system
- Symantec pcAnywhere™ remote maintenance software
- CBM Server based Microsoft SQL Server Desktop Engine (MSDE)

## INSERTING THE CBM BOARD IN THE CORAL FLEXICOM

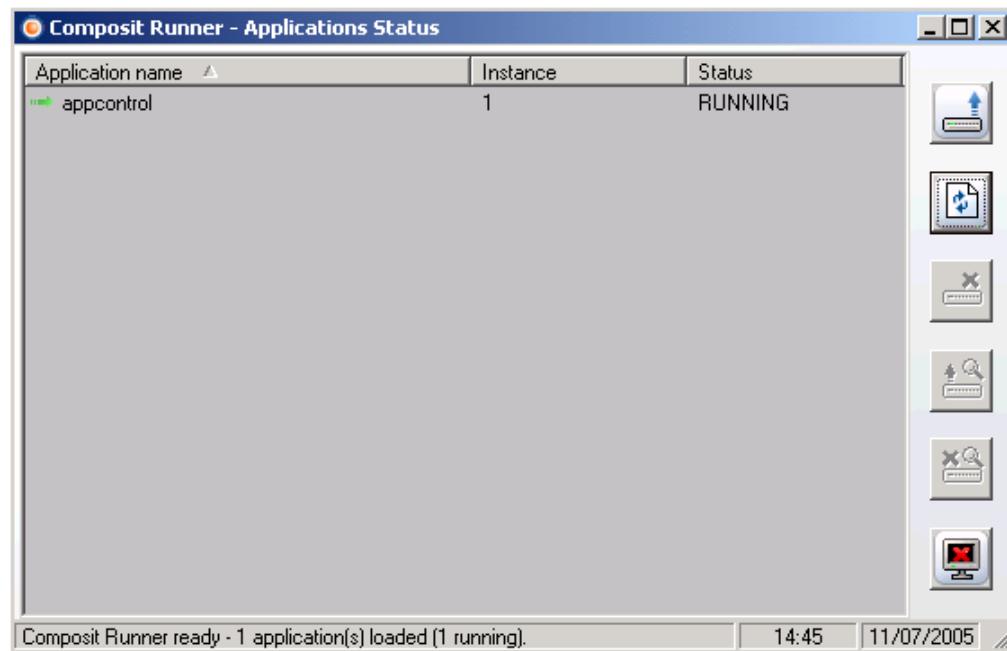
The physical insertion of the board in the Coral FlexiCom and its connection to peripherals and license will allow communication between the CBM, the telephone system and the organization's network.

*To insert the CBM in your Coral FlexiCom:*

1. Insert the board in an empty slot of the Coral FlexiCom.
2. Connect the keyboard, monitor and mouse.  
**Note:** You will be needing a USB hub connection if two of these peripherals require USB ports because the CBM License Dongle also requires a USB port.
3. Plug in your network connection.
4. Connect a USB extension cord to the USB port and connect the license dongle at the end of the USB extension.  
**Note:** Direct connection of the license without the extension would prevent the required closing of the connections area cover.

5. Wait until the Composit Runner appears on your display. (See figure below).

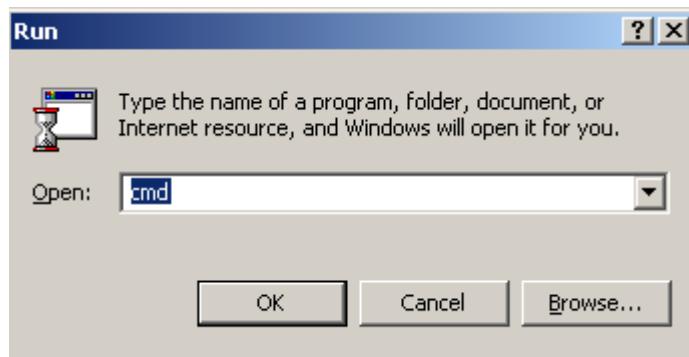
**Remember:** The CBM server is based on Composit. This is the reason that, after inserting the card, the Composit Runner will appear on your monitor screen:



6. Verify that the IP address of the CBM board has been automatically obtained and that it is legal in your organization.

*To view the IP address:*

- ❑ Click the Windows **Start** button  
The Windows Start menu is displayed.
- ❑ From the Start menu, click on Run  Run...  
The Run dialog opens.
- ❑ In the *Open:* text box, **type cmd** and then click **OK**.



A DOS command window opens.

- ❑ In the DOS command window, type *ipconfig* and then press <Enter> on your keyboard.

The IP Address should be displayed among other network data such as DNS suffix, Subnet Mask and Default Gateway.

7. If the IP Address is not displayed or if it is not legal in your organization, a legal IP address must be defined by the system administrator.

## WHAT'S NEXT?

In order to continue CBM installation and configuration you need to define the CBM board in the Coral FlexiCom.

# CORAL FLEXICOM CONFIGURATION PART I

## CBM Installation Roadmap

- ✓ Site Preparation
- ✓ Insertion of the CBM board in the Coral FlexiCom and attaching peripheral equipment
- **Adding card configuration information to the Coral FlexiCom**
  - ① Setting System Init Values via the Composit Administrator
  - ① Configuration of Telephone Lines via the Composit Administrator
  - ① Adding telephone group definitions to the Coral FlexiCom
  - ① Conference Bridge Manager (CBM) Client Installation
  - ① Installation and Configuration Tasks in CBM
    - ① Setting Essential Phone Numbers
    - ① Configuring Bridges
    - ① Managing Users

You have just inserted the CBM board in the Coral FlexiCom, connected the peripherals and the license dongle and you have seen the Composit Runner screen displayed on the monitor attached to the CBM board.

At this stage, it's time to verify that the CBM card is recognized by the Coral FlexiCom and to obtain and record extension numbers that will be used to define the telephone lines for CBM.

## CORAL FLEXICOM CONFERENCE BRIDGE CARD TYPES

The types of conference bridge cards that are used in Coral FlexiCom are:

<i>Card Types</i>	<i>Number of Participants</i>	<i>Number of Bridges per Card</i>
<b>DRCM</b>	<b>4</b>	<b>1</b>
<b>CONF</b>	<b>13</b>	<b>2</b>

As Administrator you will need to obtain the *Dial Numbers* of the conference bridges from the Coral FlexiCom administrator.

**Note:** Later, during *CBM Tasks for CBM Configuration*, you will be setting the *Destination* parameter for each conference bridge using the conference bridge's *Dial Number*.

## CONFIGURING THE CBM CARD IN THE CORAL FLEXICOM

The CBM card (type 24SDT) must be displayed as ACTIVE. The sockets and extensions for the telephone lines that will be used by the CBM application must be determined and recorded for later use.

*To Configure Coral FlexiCom for the Conference Manager:*

- 1 **IMPORTANT:** The Coral FlexiCom system manager must block any Coral FlexiCom ports other than CBM ports from directly accessing the conference bridge circuits on the Coral FlexiCom.
- 2 In the Card List of the Coral FlexiCom, verify that the CBM board (the item that is listed as p\_type uCMC/24 and I\_type 24SDT) is displayed as *ACTIVE*. If it is not, consult with your Coral FlexiCom system manager.

```

0 - UPDATE
1 - DISPLAY
0 - UPDATE
1 - DISPLAY
4 - SNAP

*: 1

FROM  SHELF#-      0  0 0 1 6

Any specific data field (type ? for help)

CARDS LIST

shelf#/slot#  p_type      i_type    card_db#  vers/subver  status
0 / 1        8T/S        8T        0          14          35          ACTIVE
0 / 2        PRI30       PRI30     0          6           11          ACTIVE
→ 0 / 3        uCMC/24    24SDT    ---        32          32          ACTIVE ←
0 / 4        8F8S/H      24SDT    ---        1           12          ACTIVE
0 / 5        16SLS/H     24SLS     0          1           11          ACTIVE
0 / 6        4DRCM       4DRCM    ---        1           8           ACTIVE

FROM  SHELF#-      0

```

3. Type PLIS.  
You will be prompted to enter parameters for the CBM card location.
4. Since the 24 ports that will be used by the CBM are not defined, you will need to define them now.

After defining the ports, the port assignments are displayed similarly to the

screen capture below.

**PORTS LIST**

SHELF/SLOT/CKT	TYPE	DIAL#	PORT_DB#	VERS	SHORT & FULL NAMES
0 / 3 / 0	24SDT	4040	---	5.000	BLANK :BLANK
0 / 3 / 1	24SDT	4041	---	5.000	BLANK :BLANK
0 / 3 / 2	24SDT	4042	---	5.000	BLANK :BLANK
0 / 3 / 3	24SDT	4043	---	5.000	BLANK :BLANK
0 / 3 / 4	24SDT	4044	---	5.000	BLANK :BLANK
0 / 3 / 5	24SDT	4045	---	5.000	BLANK :BLANK
0 / 3 / 6	24SDT	4046	---	5.000	BLANK :BLANK
0 / 3 / 7	24SDT	4047	---	5.000	BLANK :BLANK
0 / 3 / 8	24SDT	4048	---	5.000	BLANK :BLANK
0 / 3 / 9	24SDT	4049	---	5.000	BLANK :BLANK
0 / 3 / 10	24SDT	4050	---	5.000	BLANK :BLANK
0 / 3 / 11	24SDT	4051	---	5.000	BLANK :BLANK
0 / 3 / 12	24SDT	4052	---	5.000	BLANK :BLANK
0 / 3 / 13	24SDT	4053	---	5.000	BLANK :BLANK
0 / 3 / 14	24SDT	4054	---	5.000	BLANK :BLANK
0 / 3 / 15	24SDT	4055	---	5.000	BLANK :BLANK
0 / 3 / 16	24SDT	4056	---	5.000	BLANK :BLANK
0 / 3 / 17	24SDT	4057	---	5.000	BLANK :BLANK
0 / 3 / 18	24SDT	4058	---	5.000	BLANK :BLANK
0 / 3 / 19	24SDT	4059	---	5.000	BLANK :BLANK
0 / 3 / 20	24SDT	4060	---	5.000	BLANK :BLANK
0 / 3 / 21	24SDT	4061	---	5.000	BLANK :BLANK
0 / 3 / 22	24SDT	4062	---	5.000	BLANK :BLANK
0 / 3 / 23	24SDT	4063	---	5.000	BLANK :BLANK

## RECORDING IMPORTANT INFORMATION FOR TELEPHONE LINE CONFIGURATION

You will need the port definition information in the display when you [define the telephone lines](#) via the Composit Administrator. It is essential that you note this information now. For your convenience we have provided a form to assist you in this task.

*To use the provided form:*

- 1 Print the [form](#) that appears on the next page of this guide.
- 2 Use a pen or pencil to copy the numbers in the *Dial #* column of the ports list (PLIS) on your monitor screen to the *Dial #* column of the printed form.

**Important:** For each line, be sure that the socket number [CKT]/Dial # combination on your form corresponds exactly to the socket number [CKT]/Dial # combination of the corresponding line appearing on your monitor display. The numbers in the *Board #* and *Slot #* columns will be of use later.

**Remember:**

- ❑ Since there are six (6) virtual boards on the CBM card, and each board can hold 4 lines, no more than 4 slots will be assigned to any one board number.
- ❑ The assignment of the lines to the card numbers and slot numbers are not random, but correspond to actual connections in the Coral FlexiCom.

- 3 In the EKT branch, set *voice\_mail* to yes for all 24 CBM ports:

*voice\_mail=Y*

- 4 Twenty-four (24) telephone ports are reserved for CBM in the Coral FlexiCom. In Class of Service (COS) for these lines set the fields as indicated below:

- conf=Y
- conf\_release=Y
- conf\_lock=Y
- LargeConfForcRel=Y
- GroupCallReleaseAll=Y
- GroupCallOperator=Y
- AddOnConference=Y

## THE PORT LIST

Please print and fill out the first 4 columns (left to right) of this list.

Later you will have a chance to fill out the last column, before using the list for Telephone Line Configuration.

CBM Board No.	CBM Slot No.	Socket (CKT)	Dial #	Line Type
Use in Tel Configuration	Use in Tel Configuration	From PLIS	From PLIS	Later you will choose the line type
1	1			
1	2			
1	3			
1	4			
2	1			
2	2			
2	3			
2	4			
3	1			
3	2			
3	3			
3	4			
4	1			
4	2			
4	3			
4	4			
5	1			
5	2			

CBM Board No.	CBM Slot No.	Socket (CKT)	Dial #	Line Type
5	3			
5	4			
6	1			
6	2			
6	3			
6	4			

## WHAT'S NEXT?

Until now you have installed the CBM card in the Coral FlexiCom, connected the needed peripherals and performed most of the CBM configuration steps that are performed in the Coral FlexiCom. Before you define the ACD groups in the Coral FlexiCom, you will need to configure the CBM telephone lines and configure a few System Init values via the Composit Administrator.

# CONFIGURING SYSTEM INIT VALUES VIA THE COMPOSIT ADMINISTRATOR

## [CBM Installation Roadmap](#)

- ✓ Site Preparation
- ✓ Insertion of the CBM board in the Coral FlexiCom and attaching peripheral equipment
- ✓ **Adding card configuration information to the Coral FlexiCom**
- Configuration of System Init Values via the Composit Administrator
- ① Configuration of Telephone Lines via the Composit Administrator
- ① Adding telephone group definitions to the Coral FlexiCom
- ① Conference Bridge Manager (CBM) Client Installation
- ① Installation and Configuration Tasks in CBM
  - ① Setting Essential Phone Numbers
  - ① Configuring Bridges
  - ① Managing Users

The roadmap shows your current place in the CBM Installation and Configuration process. So far you have inserted the CBM card, attached peripherals and you have done most of the configuration that can be done directly via the Coral FlexiCom. Now it is time to add the System Init Values for CBM using via the Composit Administrator.

## OPENING THE COMPOSITE ADMINISTRATOR

The configuration of system init values and telephone lines is done through the Composite administrator. Follow the procedure listed below to open the Administrator.

*To open the administrator:*

- 1 From the Windows Desktop, double-click the **CBM Toolbox** icon. 

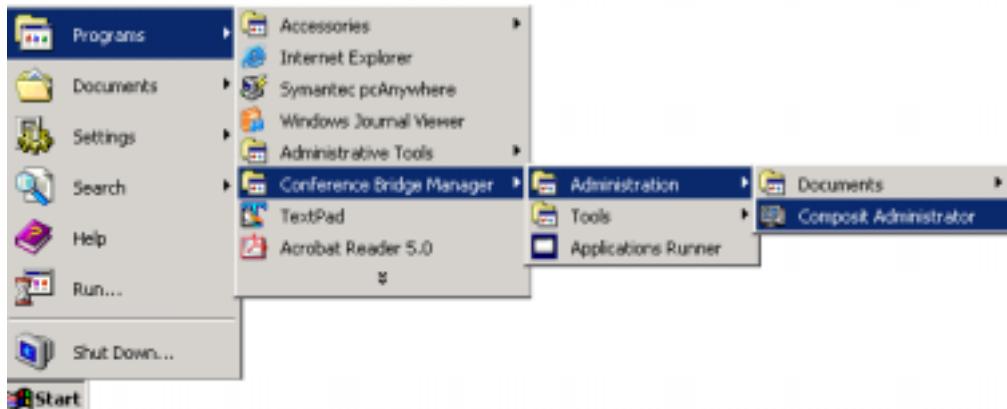
The CBM toolbox is displayed on your desktop:



and then click the **Composite Administrator icon** displayed in the window

-Or-

From the Windows **Start** button, select **Programs > Conference Bridge Manager > Administration > Composite Administrator** as shown in the figure below:



The Composite Administrator login dialog is displayed.



- 2 Login to the Administrator using the following Username and Password:

Username:	Admin
Password:	password

The *Administrator* Window opens.

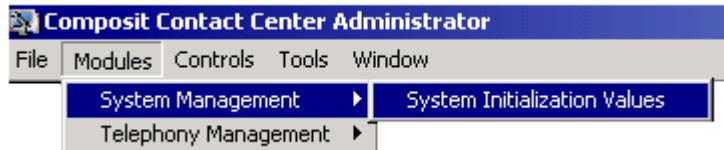


## OPENING THE COMPOSITE ADMINISTRATOR TO CONFIGURE SYSTEM INIT VALUES

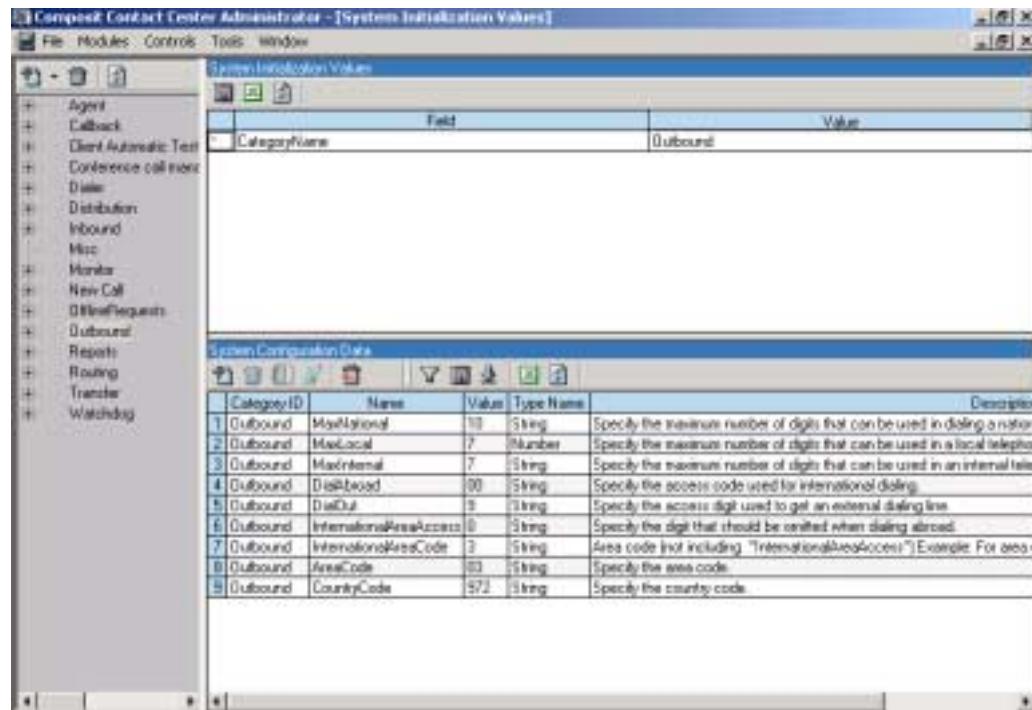
After opening the Composite Administrator you can enter System Init values through the System Management module.

*To enter System Init Values:*

- 1 Follow the procedure for
- 2 From the menu bar of the Administrator, select **Modules > System Management > System Initialization Values**



The System Init Values Screen opens. On the left side all the categories of System Init Values are listed.



## UPDATING THE OUTBOUND VALUES

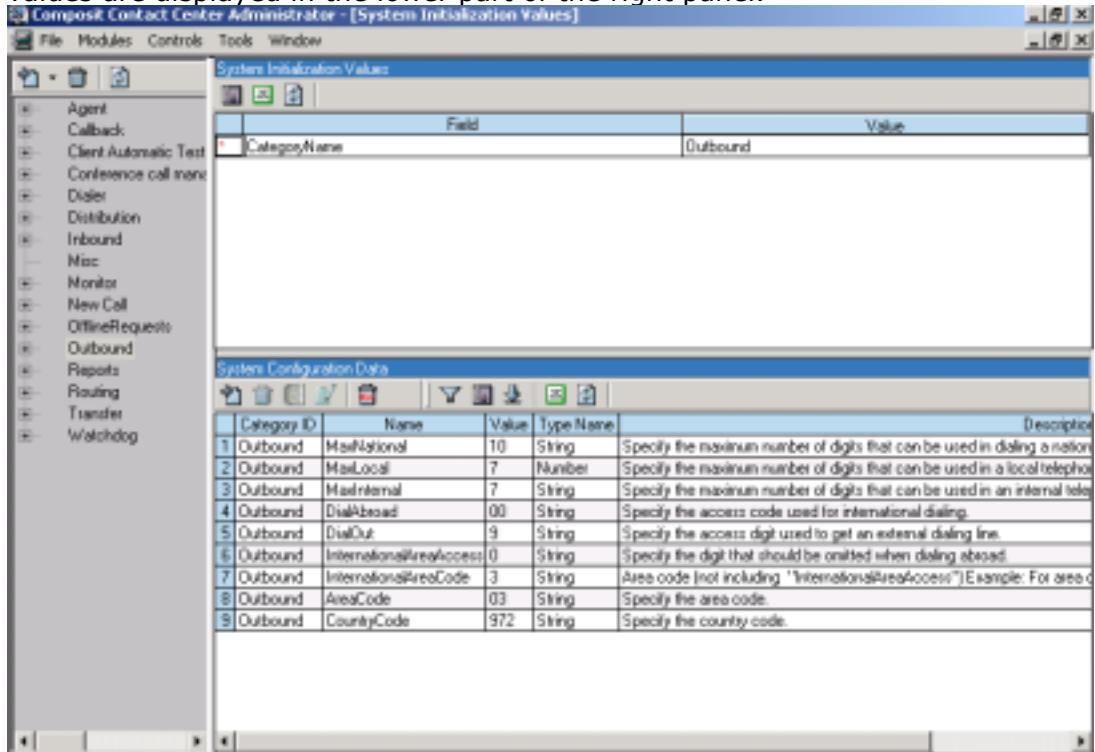
Outbound values are values used to validate and correct the telephone numbers received from users requesting a callback.

*To check the system init values for Outbound:*

- 7 Verify that you are in the System Initialization Values screen of the Composit Administrator. If you are not, perform

*Opening the Composite Administrator to Configure System Init Values.*

- 2 Click on Outbound in the left panel. The Outbound parameters and their values are displayed in the lower part of the right panel.



The Outbound values, described below, are needed by your Coral FlexiCom during outbound call processing:

Field	Description
AreaCode	Area code of the contact center.
CountryCode	International country code Example: In USA the Country Code = 1.
DialAbroad	The access code for an international dial-up from your organization.
DialOut	The digit for accessing an external dialing line. (Often this digit is 9).
InternationalAreaAccess	This numeric string or number will be automatically omitted when leaving a callback abroad. It is not valid for all countries. If it is not valid for your country, leave the field blank.
InternationalAreaCode	The area code represented to international callers as the outbound's area code. For some countries the InternationalAreaCode is the same as the AreaCode.
MaxInternal	The maximum number of digits in an internal telephone number. A number composed of more digits than specified in this field will be regarded as a number that is external to the organization/PBX.
MaxLocal	The maximum number of digits in a local telephone number. A number composed of more digits than specified in this field will be regarded as a long-distance number (outside of the local area code).

---

Field	Description
MaxNational	The maximum number of digits in a national telephone number. A number composed of more digits than specified in this field will be regarded as an international number.

- 3 Configure or verify the correctness of the outbound values.

## **SETTING THE CB\_MAILPROFILE INIT VALUE**

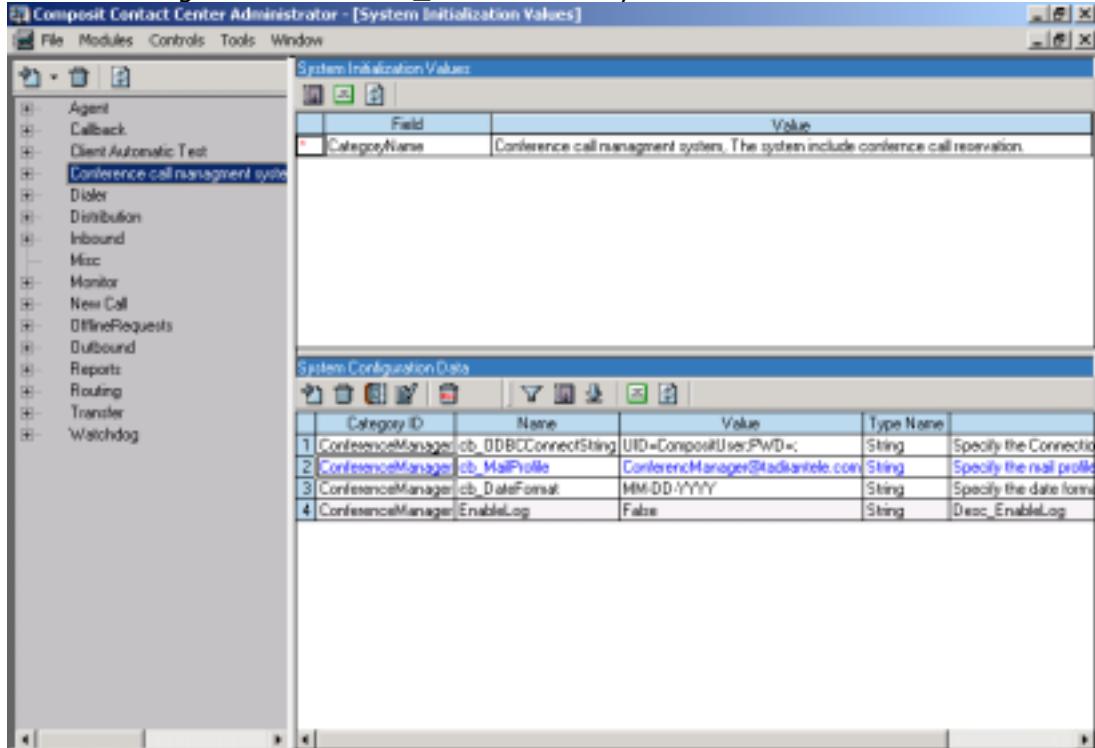
*To Set the cb\_MailProfile Init Value:*

- 1 Verify that you are in the System Initialization Values screen of the Composit Administrator. If you are not, perform

Opening the Composite Administrator to Configure System Init Values.

- 2 Click on **Conference Call Management system** in the left panel. The *Conference Bridge Management* parameters and their values are displayed in the lower part of the right panel.

**Note:** Most of these values are factory set and should not be changed. You will be setting the value for cb\_MailProfile only.



- 3 Click in the left margin of the row in which the cb\_Mail Profile parameter is defined, to highlight it. (The text in all the cells of the row will be highlighted).
- 4 Click inside the cell located in the **Value** column. The text will be highlighted.
- 5 Change the email address to an email address that indicates the domain of the organization.

**Note:** This is not an email address to which a reply can be sent. However, the name should indicate that the mail is related to the Conference Bridge Manager.

## WHAT'S NEXT?

While you are working in the Administrator, it's a good opportunity to open the *Telephone Management* module and configure the telephone lines used by the *Conference Bridge Manager*.

# CONFIGURING THE TELEPHONE LINES

As CBM administrator, it is your responsibility to define all the telephone lines used by the Conference Bridge Manager. From a module in the same Administrator application in which you just defined System Init values for CBM, you will be able to configure the required Telephony Lines.

## **CBM Installation Roadmap**

- ✓ Site Preparation
- ✓ Insertion of the CBM board in the Coral FlexiCom and attaching peripheral equipment
- ✓ Adding card configuration information to the Coral FlexiCom
- ✓ Setting System Init Values via the Composit Administrator
- **Configuration of Telephone Lines via the Composit Administrator**
  - ⌚ Adding telephone group definitions to the Coral FlexiCom
  - ⌚ Conference Bridge Manager (CBM) Client Installation
  - ⌚ Installation and Configuration Tasks in CBM
  - ⌚ Installation and Configuration Tasks in CBM
    - ⌚ Setting Essential Phone Numbers
    - ⌚ Configuring Bridges
  - ⌚ Managing Users

## A REVIEW OF TELEPHONY LINES AND CBM

There are a few points worth reviewing before we define the telephone lines.

- There are four types of telephone lines defined for Conference Bridge Management. The table below describes the purpose of each telephone line type:

<b>Tel Type</b>	<b>Telephone Line Function</b>
<b>cb_Inbound</b>	These are the lines via which participants join a conference or request a callback when the conference will begin.
<b>cb_Callback</b>	These are the lines that are used by the system to dial a participant that requested to be called when the conference starts and connects the participant to the conference.
<b>cb_Bridge</b>	These are the lines that are contained within the bridge. They are used for conference expiration messages and to release the conference participants.
<b>cb_TelReservation</b>	These are the lines that are used for making conference reservations remotely via the telephone.

- On each CBM card, you can define a total of 24 lines belonging to the four CBM telephone line types.

- The number of cb\_Bridge lines must be equal to the number of conference bridges included in your package.
- In most cases, the major part of the remaining lines will be cb\_Inbound lines. However, you can configure cb\_TelReservation and cb\_Callback lines.

To understand how these points relate to actual Conference Bridge Management, consider the following example:

If you purchased a package including 4 conference bridges, you must define 4 cb\_Bridge lines. After assigning 4 telephone lines as cb\_Bridge lines, you are left with the total number of lines that was included in your package minus four. The remaining lines you may distribute between the other 3 types. A recommended configuration might include 1-2 cb\_Callback lines and 1-2 cb\_TelReservation lines while the remaining lines would be cb\_Inbound.

Remember that one cb\_Inbound is needed for each inbound call to a current conference. That means that the number of users simultaneously entering a conference cannot exceed the number of cb\_Inbound lines.

## DECIDING ON YOUR LINES CONFIGURATION

Now you have the information you need to determine the distribution of your available telephone lines for CBM use. Be sure to mark the each cell in the last column of the [Port List](#) form with the type allocation of the line indicated in the same row.

**Tip:** Try to keep the line types on consecutive ports. This will be helpful in checking your work and avoiding configuration errors.

Once you have decided on your telephone line distribution and prepared your [Port List](#), you are ready to access the Composit Administrator in order to configure the telephone lines.

## OPENING THE ADMINISTRATOR TEL LINES CONFIGURATION

You may still be in the Composit Administrator after entering the System Initialization Values as described previously. If so, you can skip step 4 below.

*To enter telephone line configuration for CBM:*

- 1 Verify that the [Port List](#) form you filled out on the basis of your work with the Coral FlexiCom is in front of you.

**Note:** The list included board and slot numbers associated with each Dial #.

- 3 Verify that you have marked the telephone line type, for each Dial # listed.

**Remember:** The number of cb\_Bridge extensions should be the same number as the number of bridges in the CBM package you purchase.

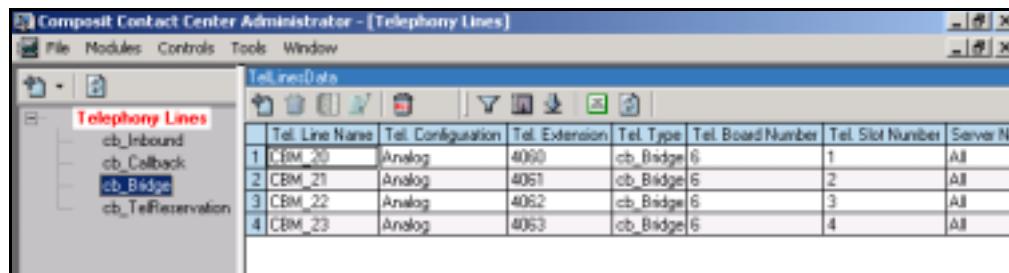
Now we are going to define the telephone lines that will be used by CBM.

- 4 If the Composit Administrator is not open, perform the procedure **Opening the Composit Administrator**.
- 5 From the menu bar of the Composit Administrator, select **Modules > Telephony Management > Telephony Lines**.



The *Telephony Lines* window opens. The CBM line groups appear in the tree in the left panel. When you select cb\_Bridge or cb\_Inbound, you will see default line details for 4 cb\_Bridge and 20 cb\_Inbound telephone lines, respectively.

**Note:** You will need to customize the details of these screens according to your organization's needs and your Coral FlexiCom configuration as recorded on your [Port List](#).



An explanation of the parameters displayed is presented below.

## UNDERSTANDING TELEPHONE LINES DETAILS

Telephone Line Parameter	Description
Tel line name	A unique name for the telephone line in the entire Composit system.
Tel Configuration	Describes the properties of the telephone in terms of hardware characteristics and hardware use. The Tel Configuration for all CBM telephony lines is Analog.
Tel Extension	Telephone extension is one of the telephone extensions associated in the PBX with the 24STD card. The telephone extensions are associated on your Ports list with a specific board # and slot # and must be associated in the line with the same board # and slot #.
Tel Type	The Tel Type definition dedicates the line to a certain function. For CBM, the Tel Types include cb_Bridge, cb_Inbound, cb_Callback and cb_TelReservation. In the Ports list, you listed the Tel Type for each extension in the right most column of the same row.
Tel Board Number	The CBM board consists of 6 virtual boards and there are 4 slots associated with each board. Each board and slot number combination on the CBM board can be associated

Telephone Line Parameter	Description
	with an extension. This is the same board number that appears in the board number column of the <a href="#">Port List</a> form you filled out.
Tel Slot Number	See Tel Board # explanation
Server Name	The name of the CBM board. (The value can be "All" as long as this value is maintained for the definition of every line).
Comment	A free text area for adding useful information
GroupID	For CBM lines, leave value as "All Lines"

## MODIFYING AND ADDING TELEPHONE LINE CONFIGURATIONS

When configuring the telephone lines, you may find default data has been supplied. Now you will be able to modify default sets of configured telephone lines and add new line configurations as required. Referring to the [Port List](#) you created, you will be able to use the Add, Edit and Delete features of the Administrator to configure telephone lines corresponding to the line requirements you indicated on the form.

### USE YOUR PORT LIST

Using your [Port List](#) as a guide, enter the Administrator Telephone Lines module of the Composit Administrator to configure the telephone lines as you planned them. New lines can be [added individually](#) or added by a process of [duplication](#) and [modification](#). Use the [sorting](#) feature of the Administrator to make checking your line configuration easier.

### MOVING BETWEEN LINE TYPES

Use the line types tree in the left panel to move between CBM line types and to check the line parameter values against the values for extension (dial #), card number and slot number indicated in your [Port List](#).

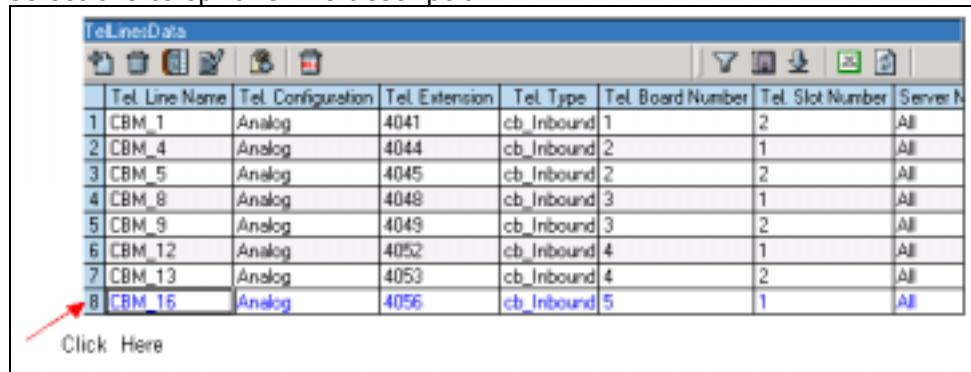
### MODIFYING LINES

When telephone lines are already configured but parameter values need to be changed, modify the lines as described below. Notice that the modification is done parameter by parameter after the whole line has been selected.

**Note:** An alternate method is to click the **Edit**  button in the toolbar and then to modify the parameters in the form that opens.

*To modify a telephone line parameter:*

- 1 Click the blue-background index cell of a telephone line description row to select the telephone line description.



Tel. Line Name	Tel. Configuration	Tel. Extension	Tel. Type	Tel. Board Number	Tel. Slot Number	Server N
1 CBM_1	Analog	4041	cb_Inbound	1	2	All
2 CBM_4	Analog	4044	cb_Inbound	2	1	All
3 CBM_5	Analog	4045	cb_Inbound	2	2	All
4 CBM_8	Analog	4048	cb_Inbound	3	1	All
5 CBM_9	Analog	4049	cb_Inbound	3	2	All
6 CBM_12	Analog	4052	cb_Inbound	4	1	All
7 CBM_13	Analog	4053	cb_Inbound	4	2	All
8 CBM_16	Analog	4056	cb_Inbound	5	1	All

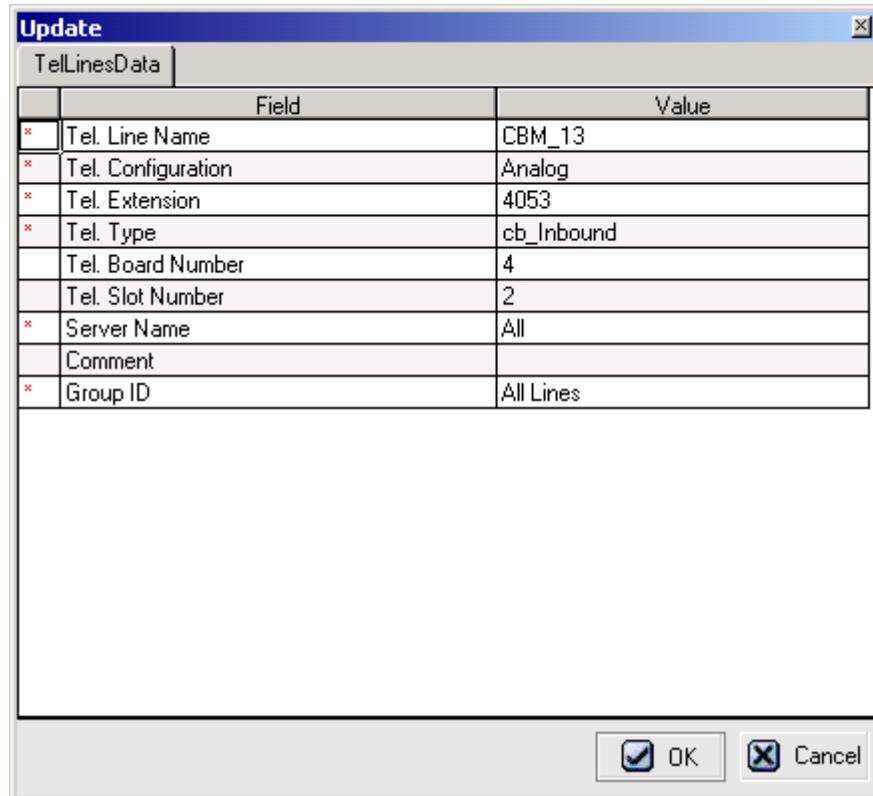
The text of the entire line is displayed in blue.

**Note:** Clicking again in the index cell will deselect the line.

- 2 Double click in the cell that requires modification to update the cell from the current screen

-Or-

click the **Update** button in the toolbar to edit the fields of the record via a form:



TelLinesData		
	Field	Value
*	Tel. Line Name	CBM_13
*	Tel. Configuration	Analog
*	Tel. Extension	4053
*	Tel. Type	cb_Inbound
	Tel. Board Number	4
	Tel. Slot Number	2
*	Server Name	All
	Comment	
*	Group ID	All Lines

OK    Cancel

**Note:** In either case, the individual fields behave the same, meaning you can edit certain fields as text fields and other fields are edited by selecting an option from the dropdown list.

- If the cell is a text cell, the text will become highlighted. Edit the text by replacing the entire text or placing your cursor within the text and editing normally.

8	CBM_16	Analog	4056	cb_Inbound	5	1
---	--------	--------	------	------------	---	---

- If the parameter is not free text, a combo box will appear in the cell.

7	CBM_13	Analog	4053	cb_Inbo	4	2	All
---	--------	--------	------	---------	---	---	-----

Click the down arrow and select the parameter value from the drop-down list that is displayed.

7	CBM_13	Analog	4053	cb_Inbo	4	2	All

**Note:** Selecting a different type of telephone line will remove the line from the current display and move it to the display of the line type selected.

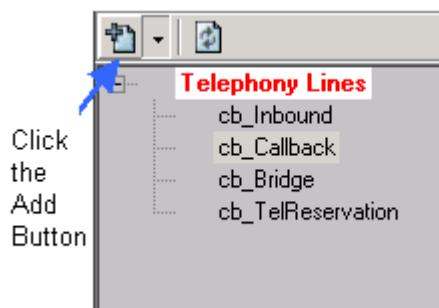
## ADDING LINES

In the default configuration only two types of lines are pre-configured. You can transfer lines from one type to another by modifying the Tel Type parameter [as explained above](#). You can also add lines to any telephone type. After choosing the type in the telephone type tree, add a telephone line to that telephone line type by following the procedure below.

*To add a telephone line:*

- 1 Verify that the correct required line type is selected in the left panel.

- 2 Click the **Add**  button located above the telephone line type tree.



The *Add* window opens with the *TelLineData* tab open. The Value column of the *TelLineData* tab is empty with the exception of one cell.

Add		
TelLinesData		
	Field	Value
*	Tel. Line Name	
*	Tel. Configuration	
*	Tel. Extension	
*	Tel. Type	
	Tel. Board Number	
	Tel. Slot Number	
*	Server Name	
	Comment	
*	Group ID	All Lines

OK Cancel

---

3 Using your [Port List](#), fill out the form according to the following Parameter/Value descriptions:

- Tel Line Name = "CBM\_" plus the number of the socket in your form.  
Example: If the socket number is 0, the Tel Line Name is CBM\_0.
- Tel Configuration = Analog. Click on the cell and select **Analog** from the dropdown list.
- Tel Extension = The Dial No. in your [Port List](#) form.
- Tel. Type = The selected type in the telephony tree (and the type in the right column of your form!) Click on the cell and select *Tel Type* from the dropdown list.
- Tel Board Number = Number in the Board Number cell of the row in your form
- Tel Slot Number = Number in the Slot Number cell of the row in your form
- Server Name = From the dropdown menu, select All
- When you have finished filling in the data for the telephone line, click **OK**.

**Tip:** You can add lines quickly by using the duplicate option. (See [Duplicating Lines](#).)

### DUPLICATING LINES

Duplicating Lines is a quick method of creating the telephone lines you need. The Administrator application helps you by automatically raising the telephone extension number, the board number, the slot number and the Tel Line Name. Parameters that remain the same for every telephone line of the same type, simply are repeated.

**Warning:** Always check that there are not more than 4 slots defined for each board and remember that the maximum number of boards is 6.

**TIP:** Before starting to duplicate, create the line with the lowest Tel Extension (Dial #) for the current telephone type. If you have already created some lines, select the line with the highest values before starting to duplicate, following the procedure below.

**CHECKING RESULTS:** When you are finished duplicating, check the data in the Details area (right panel) of the *Telephone Lines Data* window. Sorting the lines will make verifying the correctness of the values easier (See [Sorting Telephone Lines](#)). If corrections are needed, follow the instructions for [Modifying Lines](#).

*To duplicate lines:*

- 1 Click the **left margin** of a line in the details section (right panel). The text of the entire row is highlighted (blue ink).
- 2 Right-click on **any cell** in the highlighted row and then select **Duplicate** from the pop-up menu that is displayed. A telephone line is added to the display.
- 4 Check the row. To check the rows properly, you may wish to use the Sort option. (See *Sorting Telephone Lines*.)

**Important:** While checking rows, remember. Board numbers cannot exceed 6 and there are only 4 slots per board: Any board or slot assignments that are not compliant must be corrected.

## SORTING TELEPHONE LINES

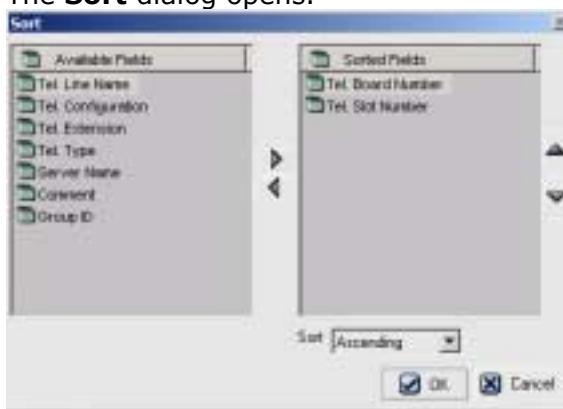
Sorting telephone lines is helpful in checking the correctness of the telephone line parameter values you have entered. Often the parameters can be checked by patterns of numbering. Keeping the names of the telephone lines in a uniform pattern will also help you observe the patterns of your telephone lines configurations.

**Note:** All visible telephone line descriptions are automatically selected for the sort operation.

*To Sort lines of any telephone line type:*

- 1 Select the telephone line type in the left panel.
- 2 Click the **Sort** button  from the toolbar on the upper right border of the details area.

The **Sort** dialog opens.



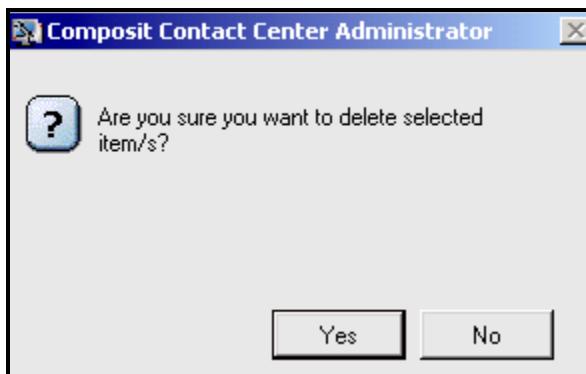
- 3 Use the **right-to-left** and **left-to-right** buttons to select the columns, the values of which will be the basis for the telephone line order. The selected columns should appear in the *Sorted Fields* window.
- 4 To arrange the sort order, use the **up** and **down** buttons on the right border of the window.

## DELETING LINES

Telephone line deletion is a useful and convenient editing tool used during the telephone line configuration process. You can use it in cases of over-duplication of lines and in many other situations that are likely to arise during the configuration process.

### *To Delete Lines:*

- 1 Select one or more lines to delete by clicking on the left margin of the line.
- 2 Right-click in any selected cell.  
A pop-up menu is displayed.
- 3 Click on **Delete** in the pop-up menu.  
A confirmation message is displayed.



- 4 Click **Yes** to complete the line(s) deletion or **No** to cancel.

## WHAT'S NEXT?

cb\_TelReservation and cb\_Inbound ACD groups could not be defined before their telephone line types appeared in the Telephony Configuration of Composit. Now that these types are defined, the ACD groups can be defined in the Coral FlexiCom.

# CORAL FLEXICOM CONFIGURATION PART II – ACD GROUPS

## CBM Installation Roadmap

- ✓ Site Preparation
- ✓ Insertion of the CBM board in the Coral FlexiCom and attaching peripheral equipment
- ✓ Adding card configuration information to the Coral FlexiCom
- ✓ Setting System Init Values via the Composit Administrator
- ✓ Configuration of Telephone Lines via the Composit Administrator
- ➔ **Adding telephone group definitions to the Coral FlexiCom**
- ⌚ Installation of the Conference Bridge Manager (CBM) Client
- ⌚ Installation and Configuration Tasks in CBM
  - ⌚ Setting Essential Phone Numbers
  - ⌚ Configuring Bridges
  - ⌚ Managing Users

The illustration above shows us our current place in the CBM Installation & Configuration process.

After completing telephone lines configuration, it's time to return to the Coral FlexiCom and define the ACD groups in the Hunt branch.

## DEFINE ACD GROUPS IN THE HUNT BRANCH

The ACD groups treated below can now be configured in the Coral FlexiCom. Before being able to configure them, you defined their related types especially for the CBM application in the Telephony Lines Configuration module of the Composit Administrator.

*Defining the two ACD groups in the Coral FlexiCom:*

1. In the Hunt branch, define two ACD groups for the following line types:
  - cb\_TelReservation
  - cb\_Inbound
2. Define the ACD groups as voice mail groups by setting the parameter `vm_group` as follows:

`vm_group=Y`

3. Add each extension that was defined as type "cb\_Inbound" in the Composit Administrator Telephony Lines module to the cb\_Inbound group as a member.

Note: If you followed you Port List during Telephony Lines Configuration, you can continue to use your [Port List](#).

4. Add each extension that was defined as type "cb\_TelReservation" in the Composit Administrator Telephony Lines module to the cb\_TelReservation group as a member.

**Note:** We will be referring to these voice mail groups in the section on

Setting Up the Essential CBM Telephone Numbers.

### **WHAT'S NEXT?**

Now that we have done everything needed in the Coral FlexiCom and Composit Administrator, it's time to install the CBM client.

# CBM CLIENT INSTALLATION

You need to install the CBM Client application before you can perform CBM configuration tasks such as:

- Adding Bridges
- Adding Users
- Adding Main Telephone Numbers

## CBM Installation Roadmap

- ✓ Site Preparation
- ✓ Insertion of the CBM board in the Coral FlexiCom and attaching peripheral equipment
- ✓ Adding card configuration information to the Coral FlexiCom
- ✓ Setting System Init Values via the Composit Administrator
- ✓ Configuration of Telephone Lines via the Composit Administrator
- ✓ Adding telephone group definitions to the Coral FlexiCom
- ➔ **Conference Bridge Manager (CBM) Client Installation**
- ① Installation and Configuration Tasks in CBM
  - ① Setting Essential Phone Numbers
  - ① Configuring Bridges
  - ① Managing Users

## INSTALLING THE CLIENT

In order to install the CBM client, you will need access to the CBM client setup program, Setup.exe, and its related directory. These files are found on the CBM CD.



**Note:** The setup files can also be found on the CBM board at location: C:\CBM\ConferenceBridgeManagerSetup\.

*To install the Conference Bridge Manager Client:*

- 1 If you have the CBM CD, insert it into your CD ROM drive.
- 2 On the CD or on the specified network drive, explore to ....\CBM\ConferenceBridgeManagerSetup\ and locate the file Setup.exe.

**Caution:** In the same directory you will also find a file called *UserSetup.exe*. This file is automatically activated during the Setup process. It should never be activated directly.

- 3 Double-Click on Setup.exe:



The *Conference Manager InstallShield Wizard* window is displayed:



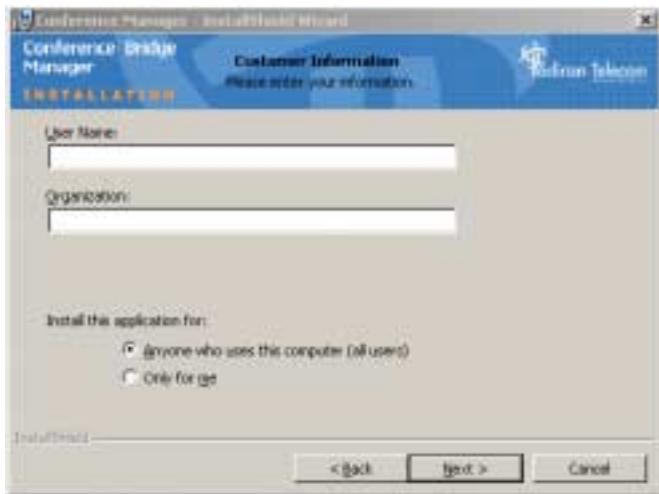
- 4 Click on **Next** to continue with the installation.  
The *License Agreement* window is displayed.



- 5 Read the license agreement.  
If you agree, select the statement *I accept the terms in the license agreement* by clicking on it.

**Note:** Acceptance of the terms in the license agreement is required in order to continue the installation of the CBM software. You will not be able to continue with the installation of the CBM software until you have accepted the terms in the license agreement.

- If you accepted the license agreement, click on **Next**.  
The *Customer Information* window of the InstallShield Wizard is displayed.



- Enter your name in the **User Name** text box.
- Enter the name of your organization in **the Organization** text box.
- Select the first radio button to allow anyone to use the software on the target computer

-Or-

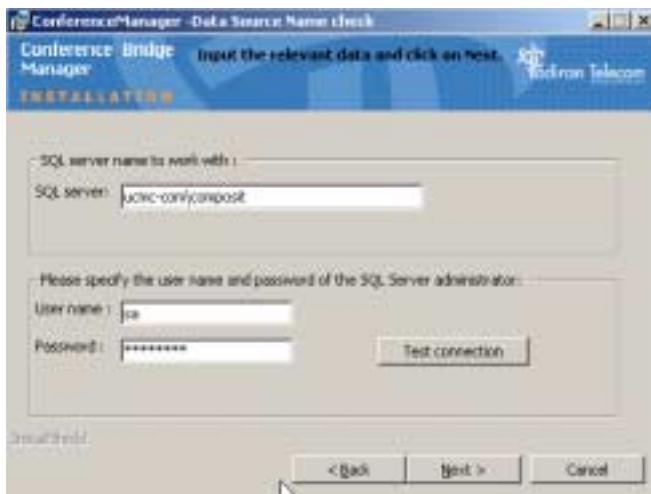
Select the second radio button to install the software for use only by the person whose name appears in the User Name text box.

- Click **Next** to continue.  
The *Select Type* window of the InstallShield Wizard is displayed.



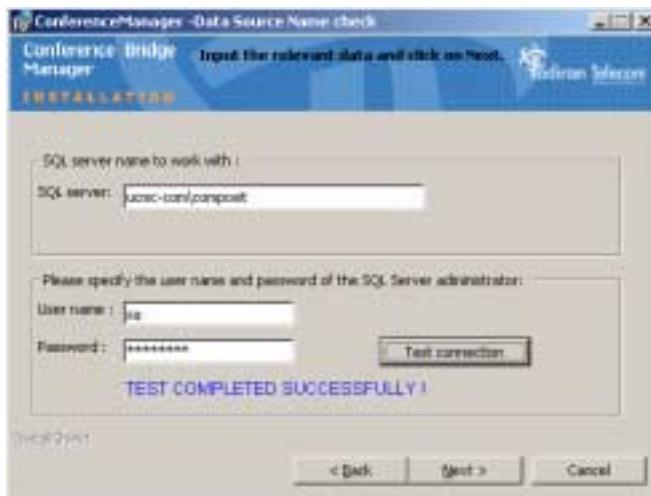
6 For setup type, select **Complete** and then click on **Next**.

The *Data Source Name Check* window of the InstallShield Wizard is displayed.

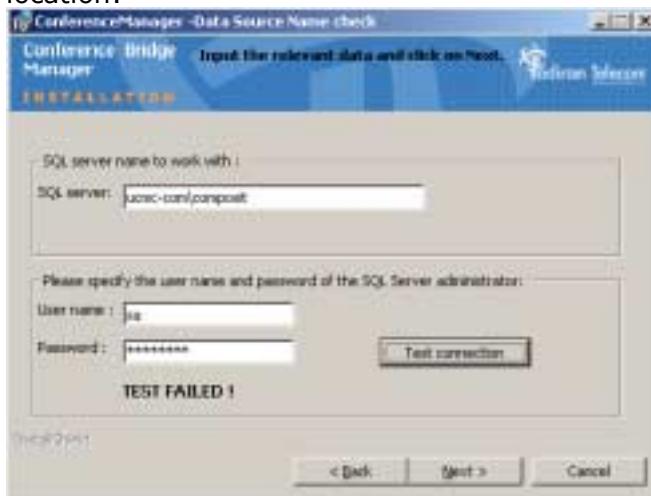


- In the **SQL server** text box enter *ucmc-com\composit*.
- Type the user name *sa* in the **User Name** text box.
- Type the password *composit* in the **Password** text box.

7 Click the **Test Connection** button. The message "Test Completed Successfully" should appear in the *user name/password* section of the *Data Source Name check* window, below the *Test Connection* button. (See figure below.)



If the test failed, you will receive a message "Test Failed" in the same location:

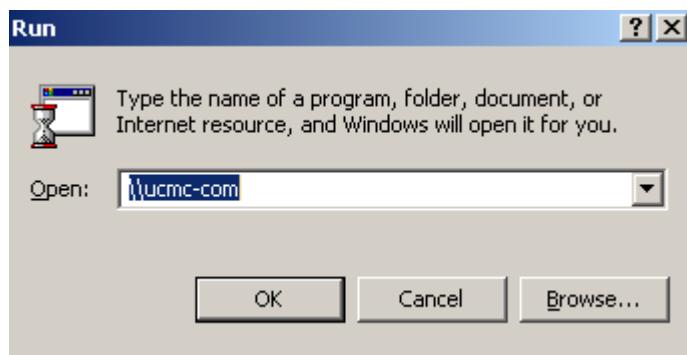


- 8 If the test connection succeeded, click **Next** and continue with step 9 of this procedure.

If the test of the database connection failed, you can continue with step 9 and attend to the database problem later. It is recommended, however, that you do the following before continuing with step 9:

- (a) Verify that you entered each field correctly and correct the fields as needed.
- (b) Test the existence and active status of the database by attempting to run the database.

To run the database type <\\ucmc-com> from the Start Menu (Start > Run) or use the IP address of the database:



If the database is not found or not running you will receive a message to that effect. In such cases, consult with your SQL Server administrator or a field representative for assistance.

If the database problem seems to be corrected, continue installation from step 7, to verify proper functioning of the database connection.

- 9 After clicking **Next**, the *Destination Folder* window of the InstallShield Wizard is displayed. The destination directory is the target directory in which the Conference Manager client will be installed.

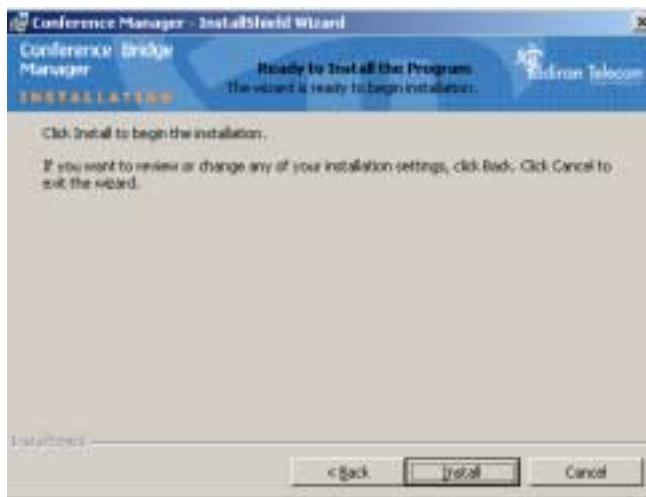


10 Click on **Next** to accept the default target folder – *C:\Program Files\ConferenceManager\*

*or*

Click on **Change** to choose a different target directory.

If you clicked on **Next**, an *InstallShield Wizard* window opens enabling you to start the actual installation of the program.



11 You can click on:

**Install** to begin installation

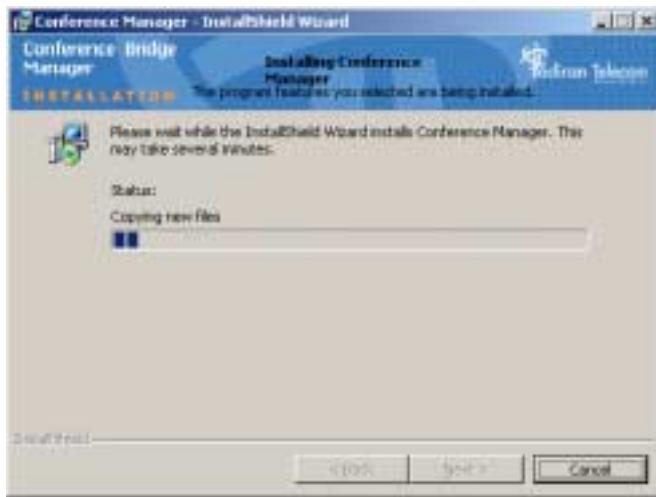
-Or-

**Back** to correct your previous actions in the installation process

-Or-

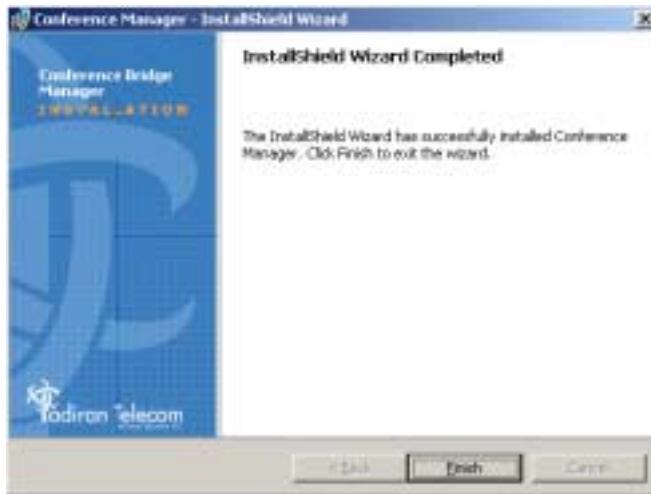
**Cancel** to exit the installation wizard and stop installation.

If you click on **Install**, an *InstallShield* Window displaying a progress bar opens and displays the progress of various phases of the installation.



**Note:** You can click on **Cancel** during this stage, however this is not recommended. An alternative to canceling the installation process at this point (and then reinstalling CBM) is to complete the installation process, uninstall the Conference Bridge Manager and then reinstall the Conference Bridge Manager.

- 12 When the InstallShield Wizard's *Completed* window is displayed, click on **Finish** to close the *InstallShield*.



## WHAT'S NEXT?

Now that the CBM Client is installed, you will be able to perform tasks in the *Conference Bridge Manager* application that comprise additional necessary steps in the CBM installation and configuration process.

These CBM tasks will prepare the CBM databases of users and bridges for initial use. They will also enable users, according to their privileges, to make reservations through the system and/or by telephone and will also allow users, according to their privileges, to define and edit users and conference bridges.

# CBM TASKS FOR CBM CONFIGURATION – FIRST STEPS

Now that you have installed the Conference Bridge Manager client, you can complete those CBM system configuration tasks that must be done from the CBM Client

## [CBM Installation Roadmap](#)

- ✓ Site Preparation
- ✓ Insertion of the CBM board in the Coral FlexiCom and attaching peripheral equipment
- ✓ Adding card configuration information to the Coral FlexiCom
- ✓ Setting System Init Values via the Composit Administrator
- ✓ Configuration of Telephone Lines via the Composit Administrator
- ✓ Adding telephone group definitions to the Coral FlexiCom
- ✓ Installation of Conference Bridge Manager (CBM) Client

## **→ [Installation and Configuration Tasks in CBM](#)**

## **→ [Setting Essential Phone Numbers](#)**

- Configuring Bridges
- Managing Users

In order to do accomplish these tasks you will need to login with an administrator user name and password. From the CBM client, you will define important phone numbers for the application, conference bridge information from the Coral FlexiCom and user information used by the CBM conference system to recognize users and allow them actions according to their privileges.

In the next two sections you will learn about Configuring and Managing Bridges and Users. But first, this section details:

- Logging in to Conference Bridge Manager \*\*
-

## Setting Up the Essential CBM Telephone Numbers

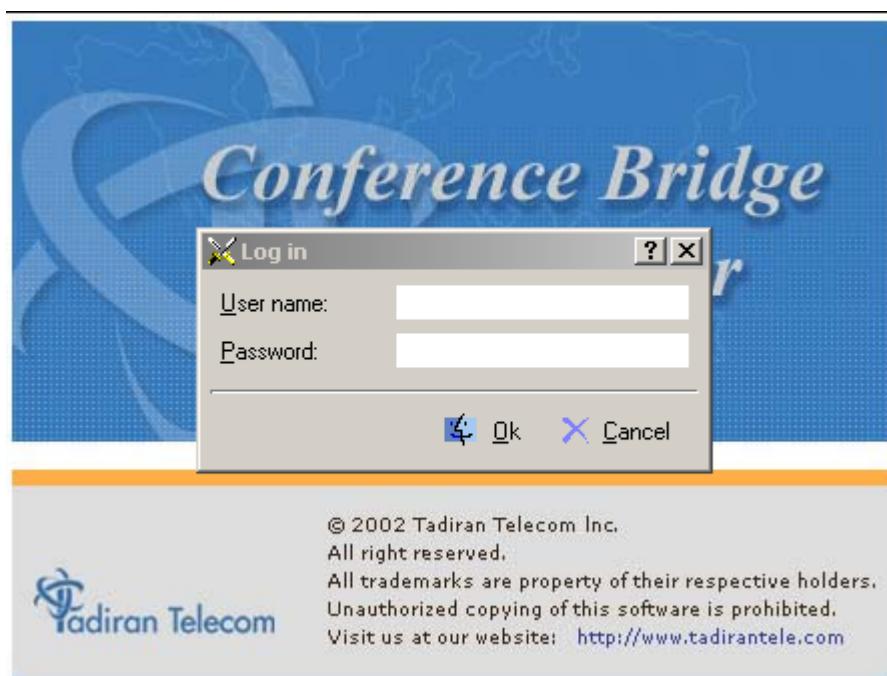
### LOGGING IN TO CONFERENCE BRIDGE MANAGER

Initially, your administrator user name and password are each "1234", respectively. Both the username and the extension must contain only numeric characters (0-9).

*To log in to the Conference Bridge Manager application:*

1. Double-click the **Conference Bridge Manager**  icon on your desktop.

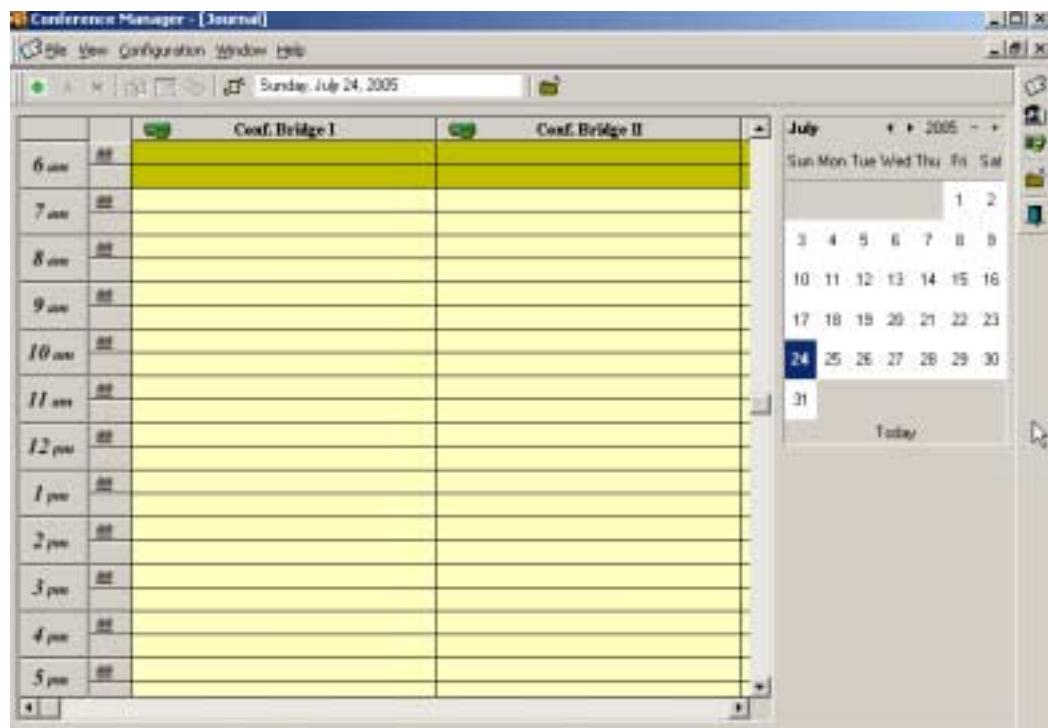
The Conference Bridge Manager splash screen and the login dialog are displayed.



2. If this is the first time you are logging in, enter your "1234" in the **User name** text box and "1234" in the **Password** text box.

**Note:** After your initial login with these passwords, you can change your user name and password.

When you are logged in, the *Journal View* screen of the CBM is displayed.



## SETTING UP THE ESSENTIAL CBM TELEPHONE NUMBERS

Three general phone numbers must be defined in the Composit Conference Manager for the use of conference participants. It is the responsibility of the CBM Administrator to define these telephone numbers for the system and update them when necessary. The ACD group numbers are augmented with a prefix for use by participants dialing from outside the organization

- **Conference Phone Number**

Conference participants will call this number to connect to a conference. This number is included in email invitations to conferences.

**Note:** This number is based on the number of the cb\_Inbound ACD group. A prefix is added to it for the benefit of participants dialing in from outside the organization.

- **Telephony Reservation Number**

Appropriately privileged CBM users will call this number in order to reserve a conference from any phone number. (This telephone number is only for CBM sites that have defined cb\_TelReservation).

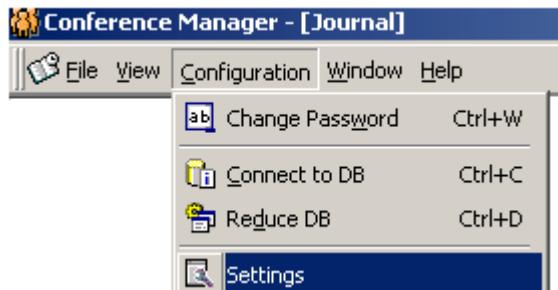
**Note:** This number is based on the number of the cb\_TelReservation ACD group. A prefix is added to it for the benefit of participants dialing in from outside the organization.

- **The Administrator's telephone number**

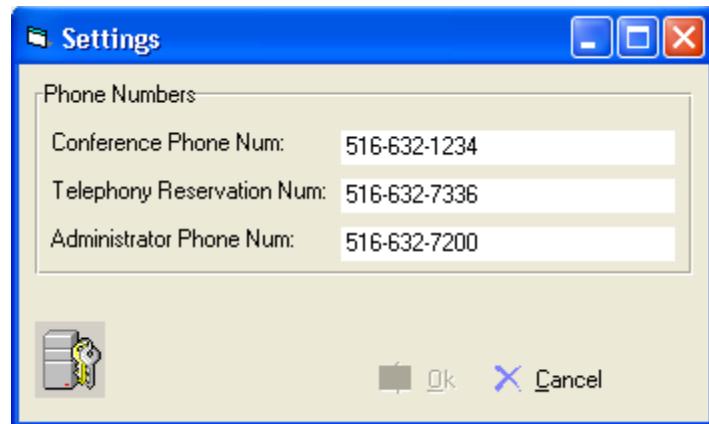
The Administrator's telephone number is included in all conference announcements and new user announcements. This number is for the use of CBM users that have issues involving connection to conferences or questions involving the CBM user interface.

*To define the Conference, Telephony Reservation and Administrator phone numbers:*

- 1 Select **Configuration>Settings** from the CBM menu bar.



The settings dialog opens.



- 2 Fill in (or update) the text boxes according to the field descriptions above.
- 3 If you are satisfied with the three phone numbers listed, click **OK** or click **Cancel** to revert to the last saved set of phone numbers.

## WHAT'S NEXT?

We have accomplished the first configuration task in the CBM client, namely, setting up of the essential CBM telephone numbers. Now let's go on to define the conference bridges for the CBM client.

## CONFIGURING AND MANAGING BRIDGES

The conference bridges of your Coral FlexiCom need to be defined for all CBM users via the CBM client. Conference bridges are defined in terms of the parameters Bridge Name, Destination, Release Code and Capacity.

### [CBM Installation Roadmap](#)

- ✓ Site Preparation
- ✓ Insertion of the CBM board in the Coral FlexiCom and attaching peripheral equipment
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- ✓ Configuration of Telephone Lines via the Composit Administrator
- ✓ Adding telephone group definitions to the Coral FlexiCom
- ✓ Conference Bridge Manager (CBM) Client Installation

### **→ Installation and Configuration Tasks in CBM**

- ✓ Setting Essential Phone Numbers
- Configuring Bridges**
- Managing Users

From the *Bridges* window you can view, add, delete and re-define conference bridges.

**Warning:** The procedures below are outlined for your information. In most cases, once the system has been defined, you will not be re-defining the Conference Bridges.

## GUIDE TO THE CONFERENCE BRIDGE PARAMETERS SCREEN

The Conference Bridge Parameters table serves as a useful reference while reading this chapter.

**Conference Bridge Parameters Table**

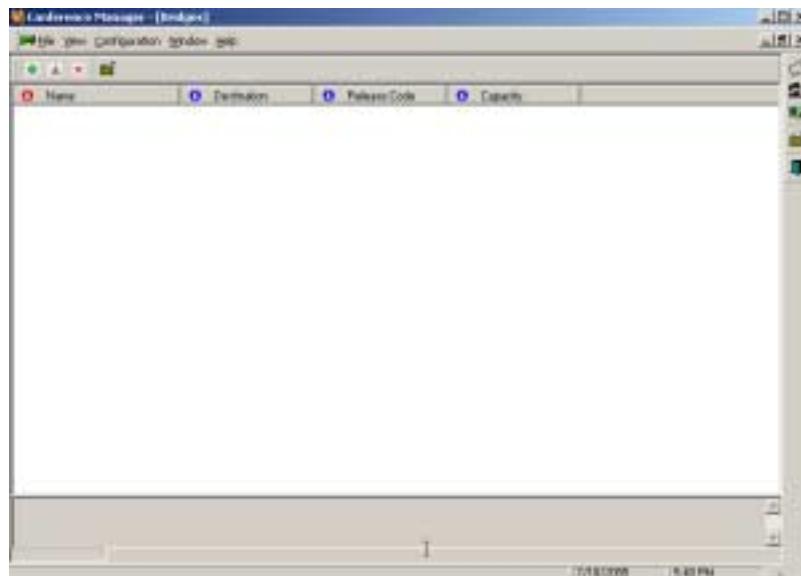
Field	Description
Bridge Name	The name assigned to a bridge. (Up to 50 alphanumeric characters)
Destination	The telephone number assigned to the bridge in the PBX. The telephone system administrator assigns this number on the Coral FlexiCom. This number must be obtained from the Coral FlexiCom definition. (See Coral FlexiCom Conference Bridge Card Types.)
Release Code	A string of characters and numbers is dependant on the PBX being used. The format is <b>#1447+XXXX (number of the bridge)+#11</b> . This will release all participants from the bridge.  <b>Example:</b> #14477098#11 #1447 is the release code 7098 is the number of the conference bridge #11 is the activation code
Capacity	The number of ports that the bridge can accommodate within the PBX minus 2. For example, if 15 ports were being assigned to a bridge, capacity should be 13.
Description	A simple explanation or description of the bridge for reference purposes. The maximum length allowed for this field is 256 characters.

## ADDING BRIDGES

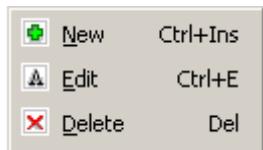
As administrator, you will enter bridge parameters for each conference bridge in the Coral FlexiCom.

*To add a bridge:*

- 1 From the menu bar, select **View > Bridges**.  
The *Conference Manager Bridges* screen is displayed.



- 4 Click anywhere in the *Conference Manager Bridges* screen. A pop-up menu is displayed.

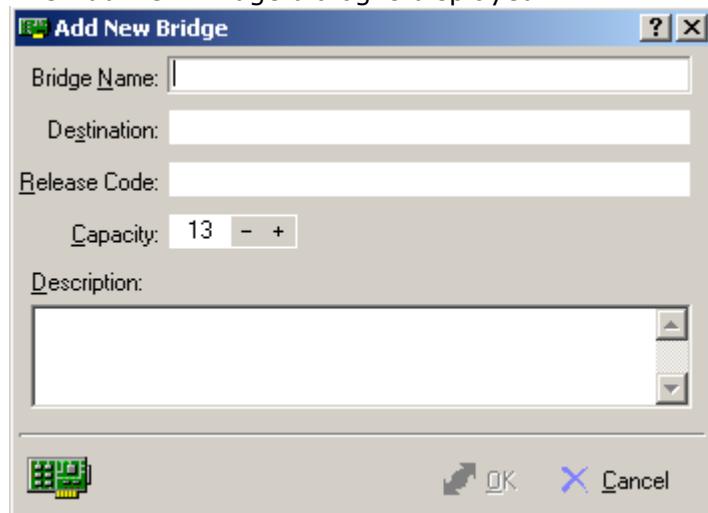


-Or-

Click the **Add**  button above the *Name* column.



The Add New Bridge dialog is displayed.



- 5 Fill out the text boxes according to *Conference Bridge Parameters Table*.

## VIEWING BRIDGES

The Bridges screen displays the name, destination (dial number), release code and capacity for each conference bridge in the Coral FlexiCom as defined in the CBM by the CBM administrator.

*To view the conferences bridges configured for your Coral FlexiCom:*

- 1 From the menu bar, select **View > Bridges**.  
The *Conference Manager Bridges* screen is displayed.



- 2 Consult the *Conference Bridge Parameters Table* while examining the listed conference bridges.

## EDITING BRIDGES

After initial correct setup of the Bridges via the CBM client, the parameters will only need to be changed if there is a change regarding conference bridges in the Coral FlexiCom.

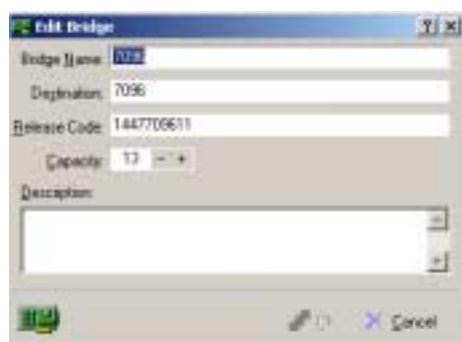
*To modify an existing bridge:*

- 1 From the menu bar, select **View > Bridges**.  
The *Conference Manager Bridges* screen is displayed.
- 2 Right-click **the line that describes** the required conference bridge, and then click on **New** from the pop-up menu is displayed.

-Or

Click the **Edit**  button in the tool bar.  
The *Edit Bridge* dialog opens.

**Note:** The dialog resembles the *Add Bridge* dialog. However, all of the fields are defined according to the selected bridge.



- 3 Edit the fields as needed according to the *Conference Bridge Parameters Table*.

## DELETING BRIDGES

Deletion of a bridge will only be necessary if there is a change in the Coral FlexiCom.

*To delete a conference bridge:*

- 1 From the menu bar, select **View > Bridges**.  
The *Conference Manager Bridges* screen is displayed.
- 2 Right-click the line representing the bridge you need to delete.  
A popup menu is displayed.
- 3 Click on delete.  
A confirmation message appears.
- 6 Click **OK** to continue with the deletion

-Or-

Click **Cancel**.

## WHAT'S NEXT?

Now you have defined the conference bridges for the CBM client, it's time to define the users.

# DEFINING AND MANAGING USERS

## CBM Installation Roadmap

- ✓ Site Preparation
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- ✓ Configuration of Telephone Lines via the Composit Administrator
- ✓ Adding telephone group definitions to the Coral FlexiCom
- ✓ Conference Bridge Manager (CBM) Client Installation
- ➔ **Installation and Configuration Tasks in CBM**
  - ✓ Defining Essential Telephone Numbers
  - ✓ Configuring Bridges
- ➔ **Managing Users**

As administrator, you can view, modify and add users to the Conference Manager. Unlike bridges, which are usually configured only once, user information typically changes with more frequency.

## USER PARAMETERS TABLE

This table explains the parameters that are defined for each CBM user. Please refer to it while following the procedures for Adding, Deleting and Viewing Users.

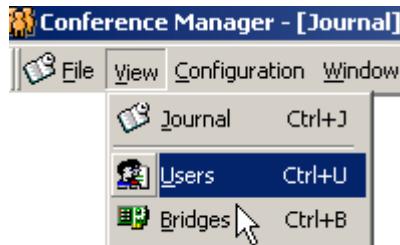
Field	Description
<b>User ID</b>	Usually the extension number being supplied with access to the Conference Bridge Manager. The password can contain characters 0-9 only. Example: 1234.
<b>Password</b>	The password associated with the User Name that will enable access to the Conference Bridge Manager. The default password is the same as the User Name. The password can contain characters 0-9 only. Example: 1234.
<b>First Name</b>	First name of the user.
<b>Last Name</b>	Last name of the user.
<b>Email Address</b>	Email address of the user.
<b>Bridge/User Definition</b>	When value of this field is <i>True</i> , the user is allowed to define users and bridges. Manager access is a pre-requisite for defining bridges and users.
<b>Tel. Reservation</b>	When the value of this field is <i>True</i> , the user can reserve a conference via the telephone.
<b>Conf. Reservation</b>	When the value of this field is <i>True</i> the user can reserve a conference via the CBM client. This privilege is the basic privilege of Manager Access. If the value of this field is <i>True</i> , the value of the Manager Access field is also <i>True</i> .
<b>Manager Access</b>	When the value of this field is <i>True</i> , the user can use the CBM client for making conference reservations. When the value of this field is <i>True</i> , the value of the Conf. Reservation field is also <i>True</i> .

## ADDING USERS

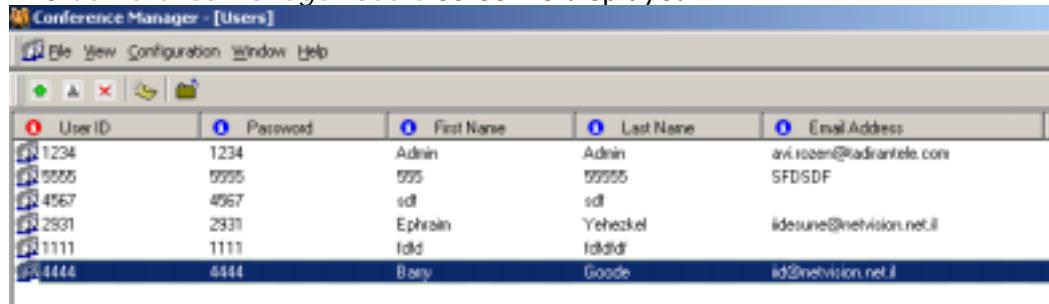
When you add a new user you also assign the user's privileges. At the end of the process, be sure to send a notification to the user including password information and essential telephone numbers.

*To add a new user:*

- 1 From the menu bar, select **View > Users**.



The *Conference Manager Users* screen is displayed.



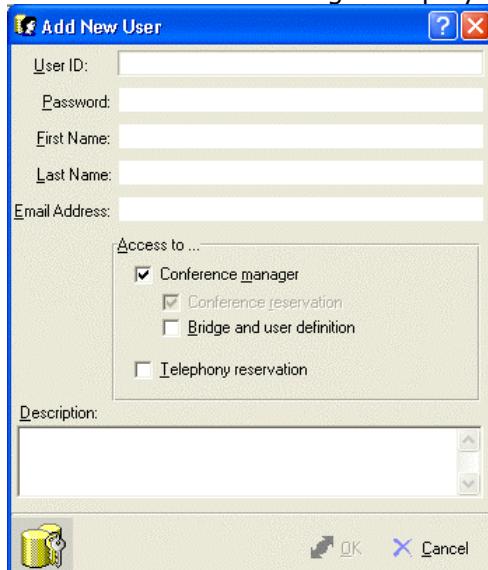
User ID	Password	First Name	Last Name	Email Address
1234	1234	Admin	Admin	avi.roben@adiantele.com
5555	5555	555	55555	SFDSDF
4567	4567	sd	sd	
2331	2331	Ephraim	Yeheskel	idesune@netvision.net.il
1111	1111	Idd	Iddid	
4444	4444	Bary	Goode	id@netvision.net.il

2 Click the **Add**  button on the toolbar

-Or-

right-click anywhere in the *Conference Users* detail screen and then click on **New** from the pop-up menu that is displayed.

The Add New User dialog is displayed.



- 4 In the **User ID** text box, enter the extension number being supplied with access to the Conference Bridge Manager. The User Id can contain characters 0-9.
- 5 In the **Password** text box, enter the password associated with the User Name that enables access to the Conference Bridge Manager. The default password is the same as the User Id. The password can contain characters 0-9.
- 6 In the **First Name** text box, enter the first name of the user.
- 7 In the **Last Name** text box, enter the last name of the user.
- 8 In the **Email Address** text box, enter the email address of the user.
- 9 Select the **Conference Manager** checkbox to allow the user to reserve conferences through the CBM client. The **Conference Reservation** checkbox is automatically selected.

Notice that selecting **Conference Manager** checkbox enables the Bridge and User Definition Checkbox.

- 10 Select the **Bridge and User Definition** to allow the user to add, edit and delete user and bridge definitions.

**Remember:** You can select the Bridge and User Definition check boxes only if Conference Manager is selected. Users that are not Conference Managers cannot edit or view Bridges and Users parameters.

- 10 Select the **Telephony Reservation** checkbox if the user is granted the ability to make conference reservations by phone.

## VIEWING USERS

*To view currently configured users:*

- 1 From the menu bar, select **View > Users**.  
The *Conference Manager Users* screen is displayed.
- 2 Consult the [table](#) while examining the listed users.

User ID	Password	First Name	Last Name	Email Address	Badge/User definition	Tel. Reservation	Conf. Reservation	...
123	123	Admin	Admin		True	True	True	
456	456	Ido	Ido		True	True	True	

## EDITING USERS

As administrator, it is your responsibility to update the user information and privileges whenever necessary.

*To modify an existing user:*

- 1 From the menu bar, select **View > Users**.  
The *Conference Manager Users* screen is displayed.

Conference Manager - [Users]					
User ID	Password	First Name	Last Name	Email Address	
1234	1234	Admin	Admin	avi.roseen@adirantele.com	
5555	5555	sss	sss	SFDSDF	
4567	4567	sd	sd		
2331	2331	Ephraim	Yeheskel	idesune@netvision.net.il	
1111	1111	Idd	Idd		
4444	4444	Bony	Goode	id@netvision.net.il	

- 2 Click on any user line.

The *Edit User* dialog opens. Notice that the dialog resembles the Add User dialog. However, all of the fields are defined.

**Note:** The information in the dialog parallels the information in the screen for the same user. When any field is changed, the **OK** button will become enabled.



- 3 Edit the required user information fields in the *Edit User* form. The **OK** button is enabled.
- 4 Click **OK** when you have completed your modifications. The edited record is updated in database and the user's information changes on the *Users* screen.

## DELETING USERS

When a user leaves your organization or no longer has a reason to use the Conference Bridge Manager, it is important to delete the user from the user list.

*To delete a CBM user:*

- 1 From the menu bar, select **View > Users**. The *Conference Manager Users* screen is displayed.
- 2 Right-click the line representing the required user and then select the **Delete**  option from the pop-up menu that is displayed.

A confirmation message is displayed:

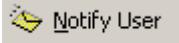


- 3 Click on **OK** to complete the deletion or click **No** or **Cancel** to cancel it.

## SENDING MAIL TO USERS

Whenever a change is made in the essential telephone numbers, user details or user privileges, you will need to inform all affected users.

*To send mail to new CBM Users:*

- 1 From the menu bar, select **View > Users**.  
The *Conference Manager Users* screen is displayed.
- 2 Right-click the line representing the user to whom you would like to send an announcement.  
A popup menu is displayed.
- 7 Select the **Notify User**  option.  
An email opens. The email contains a message with all the information that should be conveyed to the user. However, you may edit the message and all the other fields of the email.
- 8 Insert the user's address in the **To** text box of the email and **Send** the email.

## WHAT'S NEXT?

Now that you have defined users and let them know their user and password information as well as the essential telephone numbers for CBM, you have essentially completed all the tasks that are involved with the installation and configuration of the CBM board and the CBM client. Now you can learn about your ongoing tasks as CBM administrator.

# CBM ADMINISTRATION ONGOING TASKS

Congratulations. You have completed the your CBM Installation and Configuration.

You have just finished defining the [Conference Bridges](#) and the [CBM Users](#) via the CBM client. These are two activities you may be involved with in the future, as well.

This section covers a few more CBM tasks that you, as administrator, will be involved with after the initial configuration of CBM. One additional ongoing task (Deleting Unneeded Participant Voice Signature Files) will be discussed in the next section, when Managing Voice Files is discussed.

- Changing User Passwords
- Database Management
- Supervising the Journal

**Note:** Defining and Managing Users, an activity routinely done as part of CBM setup, can also be considered to be an ongoing task.

## CHANGING USER PASSWORDS

As administrator, you can change a users password. You can also advise users how to change their own passwords.

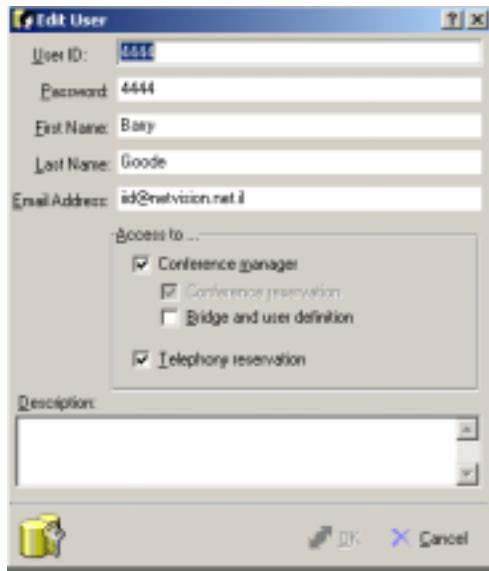
*To change a user's password:*

- 1 Open the Conference Bridge Manager application and sign in as administrator.
- 2 From the menu bar, select **View > Users**.  
The *Conference Manager Users* screen opens.



User ID	Password	First Name	Last Name	Email Address
1234	1234	Admin	Admin	avil.roben@adriantele.com
5555	5555	555	55555	SFDSDF
4567	4567	sdf	sdf	
2331	2331	Ephraim	Yeheskel	idesune@netvision.net.il
1111	1111	Idd	Iddid	
4444	4444	Bony	Goode	id@netvision.net.il

- 3 Double-click the required user.  
The *Edit Users* dialog is displayed.



- 4 In the **Password** text box, replace the user's current password with a new password.

## DATABASE MANAGEMENT

As administrator of CBM it is your responsibility to make sure that work with the database runs smoothly. This includes assuring that the database is available when users attempt to reserve conferences and that users with the appropriate privileges will be able to update users and bridges information in the CBM database. Likewise, you are responsible for assuring that the size of the database is maintained by periodic size reduction.

## CONNECTING TO DATABASE

Connecting to the database can only be done by a system administrator.

*To connect to the database:*

- 1 From the main menu select Configuration> Connect to DB

-Or-

Press the <CTRL> and <C> on your keyboard.

The Connection to DB dialog opens.



A database connection string is displayed in the text box.

- 2 Click the **Connect to Database** button  on the right side of the connection string.  
The application will attempt to connect to the database.  
If successful, a message will confirm the connection.

## REDUCING THE SIZE OF THE DATABASE

Once in two weeks it is recommended that the database be compressed after un-needed files are deleted. The ability to compact the database, reducing its size, belongs to the System Administrator.

*To compact the database:*

- 1 From the main menu bar select **Configuration > Reduce DB**  
The database currently in use will be compacted and a confirmation message will be displayed.
- 2 Click **OK**. The confirmation message will close.

## SUPERVISING THE JOURNAL

The system administrator can view the journal used by the users. For details about using the journal, please refer to The *CBM User Guide*.

Actions you can take include reserving conference bridges, inviting users to individual conferences, and viewing details of each conference invitation.

# MANAGING VOICE FILES

As administrator you can customize voice prompt files to fit your organization. Deleting unneeded voice files can help reduce the size of your CBM database. This section provides:

- Technical Data For Voice Management
- CBM Voice Messages Supplied with CBM
- Deleting Unneeded Participant Voice Signature Files

## TECHNICAL DATA FOR VOICE MANAGEMENT

When updating the voice files, the following points need to be considered:

- In the original files, the name Tadiran or Tadiran Telecom may appear. Search in the section CBM Voice Messages Supplied with CBM to identify these files by number so that they can be updated promptly.
- You can also review the texts of all the voice files to find texts that may require updating to suit your organization's needs.
- The voice files that CBM uses are in the VOX file format.
- VOX uses the ADPC speech coding method at 6053 MHZ. The file syntax must be as follows:  
Mxxxx (where M is a prefix and xxxx the file number).  
When saving a file, do not enter the extension. If the extension is automatically added to the file name by your recording application, you need to delete the extension manually.
- The default directory in which the voice files are located is:  
C:\Program Files\Composit\Voice\E.

**Note:** The E is for English.

- If you have a sound editor associated with VOX files on your computer, you can listen to already defined voice files in the voice files directory by clicking on the icons next to the file names.

## CBM VOICE MESSAGES SUPPLIED WITH CBM

A listing of the Voice Prompts used with the Conference Bridge Manager is provided in the following subsections:

- Messages for Menu Function (Menu.vsd/.tca)
- Messages for NumberAccept Funct. (Num/Accept.vsd /.tca)
- Messages for Conference Bridge

**MESSAGES FOR MENU FUNCTION (MENU.VSD/.TCA)**

<i>Message Number</i>	<i>Text</i>
<b>2034</b>	<b>The system is waiting for your response.</b>
<b>2035</b>	<b>The system is unable to interpret your response.</b>
<b>2036</b>	<b>You have exceeded the number of errors permitted by the system.</b>

**MESSAGES FOR NUMBERACCEPT FUNCT. (NUM/ACCEPT.VSD /.TCA)**

<i>Message Number</i>	<i>Text</i>
<b>2044</b>	<b>The system is waiting for your response.</b>
<b>2045</b>	<b>The number you have entered is incorrect.</b>
<b>2046</b>	<b>You have exceeded the number of errors permitted by the system.</b>

**MESSAGES FOR CONFERENCE BRIDGE**

<i>Message Number</i>	<i>Text</i>
<b>2700</b>	<b>Welcome to the Tadiran Conference System.</b>
<b>2701</b>	<b>Please enter your 6-digit session code.</b>
<b>2702</b>	<b>We are sorry. Your session expired at ...</b>
<b>2703</b>	<b>We are sorry. The session code you have entered is invalid.</b>
<b>2704</b>	<b>The current time is ...</b>
<b>2705</b>	<b>Your session will begin at ...</b>
<b>2706</b>	<b>... Eastern time</b>
<b>2707</b>	<b>... Central time</b>
<b>2708</b>	<b>Please call again when your session begins.</b>
<b>2710</b>	<b>If you would like the system to call you back when the session begins please press 1, Otherwise, hang up and call again when the session starts. To hear your options again please press 9.</b>
<b>2711</b>	<b>If you would like the system to call you back when the session begins please press 1, If you would like to stay on the line until the session begins press 2, To hear your options again please press 9.</b>
<b>2712</b>	<b>If you would like to stay on the line until your session starts press 1, If you would like to hang up and call again later press 2, To hear your options again please press 9.</b>

Message Number	Text
2713	<b>If you would like to join your session now press 1, To place a callback request press 2, To hear who has already joined the session press 3, To hear your options again please press 9.</b>
2714	<b>If you would like to join your session now press 1, To hear who has already joined the session press 2, To hear your options again please press 9.</b>
2715	<b>The session has no participants yet.</b>
2716	<b>The following list of participants have joined the session ...</b>
2717	<b>The system recognizes your phone number as ...</b>
2718	<b>... To use this number for a call back press 1, To enter another phone number press 2, To hear your options again please press 9.</b>
2719	<b>Please enter your callback number, including area code, followed by the pound key</b>
2720	<b>Thank you, The number that you entered is ...</b>
2721	<b>... To confirm press 1, To re-enter press 2, To hear your options again please press 9.</b>
2722	<b>Please say your name after the tone when you are finished press the pound key</b>
2723	<b>We are sorry; You must say your name to join the session.</b>
2724	<b>(Music)</b>
2725	<b>(Join Tone)</b>
2726	<b>... Has joined the session.</b>
2727	<b>Thank you and goodbye.</b>
2728	<b>Your request was accepted, Please hang up and the system will call you back at the scheduled session time. Thank you for using the Conference Callback service.</b>
2729	<b>Hello, this is the Tadiran Conference System returning your call.</b>
2731	<b>Please stay on the line until you join the session.</b>
2732	<b>You will now be connected to the session.</b>
2735	<b>Please be advised that your session will expire in ...</b>
2736	<b>We are sorry but the session has expired and will be cleared now. Thank you and goodbye.</b>

Message Number	Text
2737	...Minutes
2738	...Minute
2739	(Notification Tone)
2750	Welcome to the conference reservation system.
2751	Please enter your user id followed by the pound key.
2752	Please enter your password followed by the pound key.
2753	We are sorry but you don't have permission to make a reservation by phone.
2754	The user id that you have entered is incorrect.
2755	The password that you have entered is incorrect.
2756	To reserve conference bridge in real time press 1, For future reservation press 2, To cancel a reservation press 3, To hear the details or change a reservation press 4, To hear this menu again, please press 9.
2757	To reserve conference bridge press 1, To cancel reservation press 2, To hear the details or change a reservation press 3, To hear this menu again, please press 9.
2758	Please enter the date of your conference in the format month day: for example: for may 15 <sup>th</sup> – enter 0515.
2759	We are sorry, but the date that you have entered is incorrect.
2760	Please, enter the time of your conference in format hour minutes: for example: for 3:20 pm – enter 0320.
2761	Please specify the time that you have entered, For AM press 1, For PM press 2, To hear this menu again, please press 9.
2762	We are sorry but the time that you have entered is incorrect.
2763	We are sorry but we don't have any available bridges for this time.
2764	To re-enter another time for your conference press 1, To re-enter another date for your conference press 2, To hear this menu again, please press 9.
2765	Please enter the duration of your conference in minutes. Minimum duration time 15 minutes.

Message Number	Text
2766	<b>We are sorry but the duration time that you have entered is invalid</b>
2767	<b>We are sorry but we don't have any available bridges for this duration.</b>
2768	<b>To re-enter another duration for your conference press 1,</b> <b>To re-enter another time for your conference press 2,</b> <b>To re-enter another date for your conference press 3,</b> <b>To hear this menu again, please press 9</b>
2769	<b>Please enter the number of participants that you expect for your conference. The maximum number of participants is ...</b>
2770	<b>We are sorry but the number of participants that you have entered is incorrect</b>
2771	<b>We are sorry but we don't have any available bridges for this number of participants for time that you have entered. The maximum number of participants that can be accepted for your time is ...</b>
2772	<b>To re-enter the number of participants press 1,</b> <b>To re-enter the duration of the conference press 2,</b> <b>To re-enter the time of the conference press 3,</b> <b>To re-enter the date of the conference press 4,</b> <b>To hear this menu again please press 9.</b>
2773	<b>The details of your conference are: begin on...</b>
2774	<b>... At ...</b>
2775	<b>... For a duration of ...</b>
2776	<b>... Minutes, maximum number of participants is ...</b>
2777	<b>To accept this conference reservation press 1,</b> <b>To re-enter the date of the conference press 2,</b> <b>To re-enter the time of the conference press 3,</b> <b>To re-enter the duration of the conference press 4,</b> <b>To re-enter the maximum number of participants press 5,</b> <b>To start from the beginning press 0</b> <b>To hear this menu again, please press 9.</b>
2778	<b>Conference bridge has been reserved successfully.</b>
2779	<b>We are sorry but we are having a difficulty with your request. Please re-enter.</b>
2780	<b>The regular access code for your conference is ...</b>
2781	<b>The call back code for your conference is ...</b>
2782	<b>The id of your reservation is ...</b>

Message Number	Text
2783	... This information has been sent to your email address.
2784	... We are having a difficulty sending this information to your email address.
2785	<b>To hear this information again press 1,</b> <b>To return to the main menu press 2,</b> <b>Or hear this menu again, please press 9</b>
2786	<b>To change the date of the conference press 1,</b> <b>To change the time of the conference press 2,</b> <b>To change the duration of the conference press 3,</b> <b>To change the maximum number of participants press 4,</b> <b>Or hear this menu again, please press 9.</b>
2787	<b>All conference bridges are in use at this time.</b>
2790	<b>Please enter reservation id of your conference followed by the pound key.</b>
2791	<b>We are sorry, but the reservation id that you have entered is incorrect.</b>
2792	<b>We are sorry, but the reservation id that you have entered does not belong to you.</b>
2793	<b>Reservation on ...[date]</b>
2794	<b>... At ...[time]</b>
2795	<b>... For a duration of ...</b>
2796	<b>... Minutes.</b>
2797	<b>To confirm the cancellation of this reservation press 1,</b> <b>To leave the reservation in tact press 2,</b> <b>To hear this menu again, please press 9.</b>
2798	<b>The reservation has been cancelled successfully</b>
2799	<b>Notification has been sent to your email address.</b>
2800	<b>The system could not send notification to your email address.</b>
2810	<b>Thank you for calling the conference reservation system.</b>

## DELETING UNNEEDED PARTICIPANT VOICE SIGNATURE FILES

Depending upon system usage, it is necessary from time to time to remove unneeded voice signature files. These voice signature files accumulate during the ongoing use of the CBM. They are created when users pronounce their names when entering a conference. When the conference ends these files are not needed but remain in the system.

You can see these files listed in the directory *c:\program files\composit\messages*.

*To remove unneeded voice files:*

1. Explore to *c:\program files\composit\messages*.
1. Select all the files that are more than 2 days old.
2. Press *<Delete>* on your keyboard.

## CONCLUDING REMARKS

The Conference Bridge Manager enables the efficient use of the Conferencing resources of your Coral FlexiCom. As administrator, you have followed the procedures in this guide to integrate the functioning of the CBM with the Coral FlexiCom and Composit resources. In addition, you have learned about the ongoing tasks of the Conference Bridge Manager administrator.

If you have any questions or comments regarding this documentation, please send them to [Composit\\_Comments@tadirantele.com](mailto:Composit_Comments@tadirantele.com).