



# Web-Meetme 3.0 User Manual

Version 0.2

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for Asterisk IT

<http://www.asteriskit.com.au>

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Version History		
0.1	27/10/07	Initial version.
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## Overview

Web-MeetMe is a web based application that allows for the scheduling and management of Conference Calls on an Asterisk PBX. Web Meetme was developed by Dan Austin and through contributions from a number of third parties as an open source application. Web Meetme can be downloaded from <http://sourceforge.net/projects/web-meetme/>.

This manual was written by S. Brett Sutton for Asterisk IT (<http://www.asteriskit.com.au>). All errors and omissions are my fault, however this manual is delivered as is with no warranties on correctness and by using this manual you accept that any and all problems that may arise are your problem and not mine :).

Web-Meetme is designed to simplify the utilization of Conference Calls with the Asterisk PBX. The Asterisk PBX has a built in 'Audio conference bridge' which facilitates conference calls for up to 10 people in Asterisk 1.2 and probably up to 20 in Asterisk 1.4 within a single conference call.

For the purposes of this manual the term 'Conference Room', 'Audio Conference Bridge', 'Telephone Conference', 'Conference Call' and Conference are used interchangeable.

Asterisk is capable of operating multiple simultaneous Conferences. There is no intrinsic limit on the number of simultaneous Conferences or the number of Participants. The maximum limit is dependant on the Asterisk server's hardware with the most common restriction resulting from limits on CPU power.

## Roles

The limits on the number of concurrent users in a Conference is not a hard limit but a limit caused by the amount of ambient background noise introduced into the Conference by each additional Conference Participant. Asterisk 1.4 has improved techniques for reducing ambient background noise which is the primary reason for the increase in the number of participants in a single Conference. I have yet to see any hard data on the effective upper limit for Asterisk 1.4, but will update this manual when it comes to light.

Within Web-Meetme there are a number of different roles which are split into Web Interface Roles and Telephone Interface Roles.

Web Interface Roles apply when accessing the Web-MeetMe Web User Interface (UI) while Telephone Interface Roles apply when in a Conference.

There is also a third type of Role which is a System Administrator. The System Administrator is responsible for installing and configuring Web-Meetme. This manual does not cover the System Administration Role as it is not a user function.

### **Web Interface Roles**

Web Interface Roles are accessed by login into the Web-MeetMe UI.



## Administrator

An administrator is responsible for the administration of Web-MeetMe. This includes the creation and delete of Web-Meetme Users. An administrator may delegate the Administration authority by marking other users as Administrators. Technically an Administrator is simply a Web-Meetme User with the Administrator flag set. An Administrator may manage any Conference as if they are the Conference Owner.

## MySQL

The following applies if you are using a MySQL database for user management.

When first installed Web-MeetMe is configured with a single Administrator.

Default Admin Username: Admin

Default Admin Password: wmpw

You should change the password the first time you login.

You should also update the administrators name, email address and optionally the phone number.

## LDAP (Active Directory (AD) )

The following applies if you are using a LDAP database for user management.

Users and Administrators should use their standard AD account to login to Web-MeetMe.

## User

A User may create, monitor and schedule Conferences including such attributes as the number of people that can Join a Conference, the duration and start time of a Conference and security for a Conference.

A User who creates a Conference is referred to as the 'Conference owner' and can optionally Join the Conference as a Moderator.

## Conference Owner

A Conference Owner is the User who created a given Conference. A Conference Owner is not really a separate role from a User but the term is used often enough that it was thought helpful to define the term.

## Telephone Interface Roles

Telephone Interface Roles are accessed via a Telephone handset when a Participant joins a Conference.



## Participant

A Participant is a person who has been invited to attend a Conference by the Conference Owner. Participants are created as Users in the database for later reference, however they are not assigned a password and as such cannot log into the Web-Meetme UI.

A Conference Owner may add Participants to a Conference. Once the Conference has been created, the Conference Owner can invite Participants into the meeting by sending an email which includes the Conference details to each Participant.

If the Cis to be recorded the email includes a URL to the location of the recording which can be accessed once the Conference is complete.

A Conference Owner may also call each member and Join them to the Conference Room.

Participants Join the conference by dialing the conference phone number and entering the Conference PIN, if one has been assigned.

If the System Administrator has enabled the 'in conference' menu a Participant may access the Conference menu by pressing the '\*' key on the Participants handset. Note: this is not enabled by default.

The following options are available to a Participant:

- 1 Mute/Unmute
- 4 increase conference volume
- 6 decrease conference volume
- 7 increase own volume
- 9 decrease own volume
- 8 Exit

## Moderator

A Moderator is a special type of Participant. A 'Moderator' has special powers within the Conference. The Conference Owner may nominate a Moderator PIN and then inform a trusted Participant of the PIN. Of course the Conference Owner may act as the Moderator by using the Moderator PIN when they Join the Conference. When the Participant Joins the Conference they use the assigned Moderator PIN which identifies them as the Moderator. A Conference may have multiple moderators. A Moderator exercises their powers while within a Conference through the in-conference 'Moderator Voice Menu' using their handset.

Once in a Conference, a Moderator may access the Moderator Voice Menu by pressing '\*' on their handset keypad at anytime.

The following options are available to a Moderator:



- 1 Mute/Unmute
- 2 Lock/Unlock conferences
- 3 Eject last user to join conference
- 4 increase conference volume
- 6 decrease conference volume
- 7 increase own volume
- 9 decrease own volume
- 8 Exit

Locking a conference stops any additional Participants from Joining a Conference.



## Creating a Conference

A User or Administrator may create a Conference via the Web-MeetMe UI.

The following attributes are entered for each conference:

Attribute	Description	Required
Conference name	Name of the Conference for reference via the web interface.	Yes
Conference Owner	The name of the Conference Owner.	Yes
Conference Number	The phone number to dial to Join the Conference.	
Moderator PIN	The PIN that the Moderator enters when entering the Conference.	No, unless a User PIN or a Moderator Option is selected.
Moderator Options	Options to control Conference features. 'Announce' causes then name of them Moderator to be announced as they enter the Conference. 'Record' if selected the Conference will be recorded. Selecting any Moderator Option requires a Moderator PIN.	No.
User PIN	The shared PIN used by Conference Participants to enter the Conference.	No, unless a User Option is selected.
User Options	'Announce' causes each Conference Participant name to be announced on entry (excluding the Moderator)., 'Listen' allows Participants to listen, only the Moderator may speak. 'Wait for Leader' puts Joined Participants into a wait mode, with Music on Hold playing, until a Moderator Joins the Conference. Selecting any User Option requires a User PIN.	No
Start Time	The date and time that the conference is to commence.	Yes
Duration	The duration of the conference. The system will automatically terminate the Conference when the duration expires. Conference Participants will be warned five minutes before the Conference ends so that	Yes



	Moderator has a chance to extend the duration if necessary. If the Moderator is not the Conference Owner then the Moderator will need to contact the Conference Owner to have the Duration extended.	
Rekurs	Allows the Conference to be scheduled on a re-occurring basis.	No
Max participants	Limits the maximum number of Participants that can Join a Conference.	No



To create a conference a User or Administrator fills out the following form:

Conference Name :	<input type="text" value="Demo"/>
Conference Owner :	<input type="text" value="Me"/>
Conference Number :	<input type="text" value="49338"/>
Moderator PIN :	<input type="text" value="12345"/>
Moderator Options :	<input checked="" type="checkbox"/> Announce <input checked="" type="checkbox"/> Record
User PIN :	<input type="text" value="123"/>
User Options :	<input checked="" type="checkbox"/> Announce <input checked="" type="checkbox"/> Listen Only <input checked="" type="checkbox"/> Wait for leader
Start Time (PST/PDT) :	October <input type="text" value="30"/> 2006 <input type="text" value="8"/> <input type="text" value="21"/> PM
Duration (HH:MM):	<input type="text" value="1"/> <input type="text" value="00"/>
Rekurs :	<input checked="" type="checkbox"/> Recoccurs: <input type="text" value="Daily"/> for <input type="text" value="2 days"/>
Max Participants :	<input type="text" value="10"/>
<input type="button" value="Add Conference"/>	

<b>Conference Scheduled</b>	
Send conference call details and the message you enter below	
Email Message:	<div style="border: 1px solid gray; padding: 5px;"><p>Conference Name: Demo Conference Owner: Me Conference ID: 49338 Conference Password: 123 Start Date and Time: Monday Oct 30, 2006 08:21:00 PM</p></div>
<input type="button" value="email participants"/>	

Note: If the Moderator PIN is set then a User PIN is mandatory and will be System generated if the Conference Owner doesn't enter one. This requirement is to avoid confusion when a Participant attempts to Join a Conference. As only a single phone number is used for Joining a Conference, if a moderator PIN is set all Participants will be prompted for a PIN. This will confuse Participants as they won't have been supplied with a User PIN. Making the User PIN mandatory when a Moderator PIN is set avoids this confusion.



## Adding Participants

TODO



## Calling Participants



## Joining a Conference (Participant)

The Conference Owner<sup>1</sup> will contact you either by email ahead of the Scheduled time or by phone at the scheduled time.

If the Conference Owner contacts you by email the email will include a phone number to call as well as the time to call and optionally a conference PIN.

When you call the conference number you MAY be prompted for a PIN number.

If prompted, enter the PIN followed by the '#' key.

If the Conference Owner has selected the 'Announce' option you will be prompted to record your name.

When prompted, record your name then press the '#' key.

The system will play back your name.

Press '1' to accept the recording or '0' to re-record your name.

Once your recording has been accepted you will be 'Joined to the conference.

If the Conference Owner has selected the 'Wait for Leader' option you will hear Music on Hold until a Moderator Joins the Conference.

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<sup>1</sup> I don't think this is actually true. I think the system does the work.



## Joining a Conference (Moderator)

The Conference Owner<sup>2</sup> will contact you either by email ahead of the Scheduled time or by phone at the scheduled time.

If the Conference Owner contacts you by email the email will include a phone number to call as well as the time to call and optionally a conference PIN. Note this will be the 'User PIN' and should NOT be used to Join the Conference.

When you call the conference number you will be prompted for a PIN number. When prompted enter the Moderator PIN followed by the '#' key given to you by the Conference Owner.

Note: Entering the 'User PIN' will Join you to the conference as a standard Participant with no access to the 'in-conference' Moderator Voice Menu.

If you enter the 'User PIN' simply hang up and commence the process again.

If the Conference Owner has selected the 'Announce' option you will be prompted to record your name.

When prompted, record your name then press the '#' key.

The system will play back your name.

Press '1' to accept the recording or '0' to re-record your name.

Once your recording has been accepted you will be 'Joined to the conference.

If the Conference Owner has selected the 'Wait for Leader' your entrance to the Conference will start the conference with all Participants who were previously listening to Music on Hold, Joining the Conference.

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<sup>2</sup> I don't think this is actually true. I think the system does the work.



## Scheduling Conferences

Web-MeetMe allows Conferences to be scheduled as a once off meeting at a specified date and time or on a recurring basis.

Using a recurring schedule can be useful for such things as the weekly sales Conference.

### ***Once Off***

To create a once off Conference simply enter the 'Start Date' of the Conference.

Note: the date and time is based on the timezone of the Web-MeetMe Servers timezone. If you are uncertain of the servers timezone then check with your System Administrator or simply schedule a test conference with just yourself as a Participant to confirm the date and time settings work as expected.

Added the required participants and save the Conference. Note: the Web-MeetMe server must be running at the scheduled date and time for the Conference to be scheduled successfully.

### ***Recurring***

To schedule a recurring Conference select the 'Recurs' option and enter the 'Start Time' of the first scheduled Conference. Finally select the frequency from the 'Reoccurs' Drop list and then the Period for which the scheduled Conference reoccurs.



## Broadcast Conferences



## Conference Monitoring

A Conference Owner or an Administrator may monitor an active Conference. The Owner is able to view a list of owned and active Conferences as well as a list of each of the Conference Participants. A Conference Owner or an Administrator may 'mute' any member or remove them the conference. The Conference Owner or an Administrator may also extend the duration of a Conference or invite additional Participants to the Conference.

Select the room number that you want to handle

Conference ROOM :

ID	CallerID	Duration	Mute
1	Unknown	00:09	UnMuted <a href="#">[MUTE]</a> - <a href="#">[MUTE]</a>

1 / 1



## Security

Web-Meetme operates a simple user database with two levels of users. Administrators and Users.

The account data is stored in a MySQL database.

### LDAP (Active Directory)

Web-Meetme is also able to operate against an LDAP database. Web-Meetme has been specifically design to work with Microsoft's Active Directory services.

When using LDAP for authentication a My SQL database is still required to store conference information.

When using an LDAP database any user who belongs to the 'Domain Admin' Group is marked as a conference administrator.

When using LDAP users may not be added via Web-MeetMe but rather must be created through the standard Active Directory UI.



## Glossary

Term	Definition
Active Directory	Microsofts LDAP based authentication system.
AD	Active Directory
Join	To join a Conference by dialing into the Conference using a handset.
Joining	The act of joining a conference as a Participant or Moderator by dialing into the Conference using a handset.
LDAP	Lightweight Directory Access Protocol. A means of authenticating users.
Moderator	A type of Participant with special powers whilst Joined to the Conference.
Participant	A person selected for inclusion a Conference.



### Suggestion for the UI

Replace the term Conference Owner with Conference Facilitator.

Replace the term User PIN with Participant PIN.

Display the timezone of the Web-MeetMe server.

Allow a user to select their local timezone when registering.

Allow a user to input the timezone of each participant.

When scheduling a conference display the effective time for each of the participants based on their timezone.

The issue of requiring a Moderator PIN when a User PIN is selected could be overcome by using two separate phone numbers, one for Moderators and one for Users. The other alternative would be an IVR. Select 1 if you are a Moderator, Select 2 if you are a Participant and then ask for the PIN as appropriate.