Firebar Conferencing Service
Quick Start Guide

Web Portal URL: _____
Login Username: _____
Login Password: _____

Bridge Access Number: _____
Message recording PIN: _____
Moderator PIN _____
Activation PIN _____

XOP Customer Svc: 972-590-0200, option 2
XOP Emergency Contact: 214-564-2263, 817 913-9705
XOP Networks Website   http://www.xopnetworks.com

Introduction

The XOP Networks Firebar Conferencing Service allows a number of out dialed voice calls to be launched triggered by an incoming phone call. As the out dialed calls are answered, the recipients are placed in an audio conference with the initiator. This service can be used by for e.g., a Fire Chief trying to get hold of Voluntary Firemen in an emergency situation.

The XOP Networks Firebar Conferencing Service is offered from its equipment located at data center near down town Dallas. The service is available nationwide.

Besides, sending out dialed calls, the XOP Networks' Firebar Service also sends a SMS based text message to recipient. The text message provides the dial in number and a PIN for the recipient to call back into the bridge, in case his/her connection is inadvertently dropped.

This Moderator Guide describes various steps required for you to be able to create your call out Groups, set up pre-recorded messages, set up Firebar Conferencing sessions and initiate Firebar Conferencing sessions when needed.

Getting Started

The system's user interface can be accessed over the web. Log in using your user name and password listed on the front of this document. If not available, please contact your system administrator.
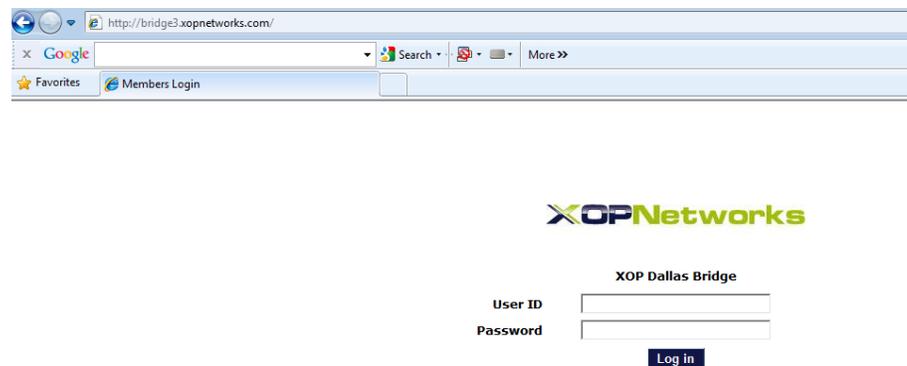

Figure 1 - Login Screen

Enter your user name and password. This will then bring you to the Moderator home screen.

Figure 2 – Moderator Home Screen

From this screen you can manage your Users (contacts), place them into call out Groups, record messages, set up new Firebar Conferencing sessions and launch Firebar Conferencing sessions.

How do I set up my Users?

Click on 'Users'. Next enter appropriate data in the User Set up form as shown below and then press 'Submit'.

Figure 3 - User Set up screen

After you have created your Users they will be listed on the 'Defined Users' page as shown below:

No.	User Name	Personal Info	Group Membership	Delete
1	Chitra Gupta	Edit	Edit	☐
2	Terry Moreno	Edit	Edit	☐
3	Mark Jones	Edit	Edit	☐
4	John Smith	Edit	Edit	☐

Figure 4 – List of Users screen

How do I set up a call out Group?

After Users are created, you can place them in a call out group. Click on 'Groups'. Then click on 'ADD'. Next use CTRL + left mouse key to highlight the Users and place them into a group. Please remember to enter a name for your group in the space provided at the top. You can also select Users from the Address Book if applicable.

Figure 5 – Group set up screen

After you have created all your Groups they will be listed on the 'Groups' page as shown below:

No.	Users	Group Name	Shared	Edit	Delete
1	4	board member grp		Edit	☐
2	13	Friday luncheon grp		Edit	☐
3	5	Recreation committee		Edit	☐

Figure 6 – List of Groups screen

How do I record a Message?

You can record a message in your own voice that recipients of out dialed calls will hear as they pick up their handset. The message has two parts – Greeting and Message body. These two parts can be recorded separately. The system will automatically concatenate them to produce the complete message. In order to record a message in your own voice, please follow these steps:

1) Call the server access number shown on the front page
2) When prompted for a PIN, enter *123#
3) When prompted for a Moderator PIN, enter the number listed on the front page
4) When prompted for a message number, pick any random number
5) Next, record your message
6) Next, check the message, re-record if necessary, otherwise Press 9 to save and exit. .

Next login to your account and click on pre-recorded messages. You will see that a *NEW* message has been added to your previously recorded messages.

No.	Msg Num	Description	Type	Created At	Listen	Edit	Delete
1	5	*NEW*	Body	Fri Sep 19 2008 07:48:01 AM	Listen	Edit	☐
2	4	inclement weather message	Body	Fri Sep 19 2008 07:20:27 AM	Listen	Edit	☐
3	3	crime alert message	Body	Fri Sep 19 2008 07:20:06 AM	Listen	Edit	☐
4	2	friday lunch invitation	Body	Fri Sep 19 2008 07:19:45 AM	Listen	Edit	☐
5	1	board meeting invitation	Body	Fri Sep 19 2008 07:19:23 AM	Listen	Edit	☐
6	1001	sg greeting	Greeting	Thu Apr 24 2008 02:51:26 PM	Listen	Edit	
7	101	test system greeting	Greeting	Tue Jan 15 2008 05:56:04 PM	Listen	Edit	
8	100	test system message	Body	Tue Jan 15 2008 05:56:04 PM	Listen	Edit	

Figure 7 – *New* pre-recorded message screen

Next click on the 'edit' link to assign a name to the recorded message. In the example below, the message has been named 'Road Construction message'. You can also elect if the recorded message is a 'Greeting' or a 'Message Body'.

Edit Pre-Recorded Message

Message Number:	5　*　Created at:　Fri Sep 19 2008 07:48:01 AM
Description:	Road Construction message
Type:	○ Greeting　　● Message Body
Use Text-To-Speech to create the message:	
--OR--	
Upload a wav file:	[_____] Browse...　Listen to Current

Cancel　Submit

Figure 8 – Edit the pre-recorded message screen

After you have set up a few messages they will be listed under the pre-recorded messages link as shown below:

Joe user　　　　　　　　　　Help

Message updated

Defined Pre-recorded Messages

Add　　　　Delete

No.	Msg Num	Description	Type	Created At	Listen	Edit	Delete
1	5	Road Construction Message	Body	Fri Sep 19 2008 07:48:01 AM	Listen	Edit	☐
2	4	inclement weather message	Body	Fri Sep 19 2008 07:20:27 AM	Listen	Edit	☐
3	3	crime alert message	Body	Fri Sep 19 2008 07:20:06 AM	Listen	Edit	☐
4	2	friday lunch invitation	Body	Fri Sep 19 2008 07:19:45 AM	Listen	Edit	☐
5	1	board meeting invitation	Body	Fri Sep 19 2008 07:19:23 AM	Listen	Edit	☐
6	1001	sg greeting	Greeting	Thu Apr 24 2008 02:51:26 PM	Listen	Edit	
7	101	test system greeting	Greeting	Tue Jan 15 2008 05:56:04 PM	Listen	Edit	
8	100	test system message	Body	Tue Jan 15 2008 05:56:04 PM	Listen	Edit	

Figure 9 – List of Pre-recorded Messages screen

How do I set up a Firebar Conferencing Session?

Now that you have set up a few Groups and have a few recorded messages, you are ready to create a Firebar Conferencing session.

Please click on 'Firebar' and then click on 'ADD'. You should see a screen as shown below. Here you can assign a name for your Firebar Conferencing session, decide which Group(s) will get your message, select the greeting and the message body that will be sent. You can select how you plan to trigger the Firebar Conferencing Session – through web or through an incoming phone call or automatically at a scheduled time.

Figure 10 – Set up a Firebar Conferencing Session screen

Figure 11 – The Advanced Page screen

You can use the 'Advanced' tab to add more details to your Firebar Conferencing session. You can enter the caller ID that you would like to be displayed on recipient's phones. You can enter text (limited to 1000 characters) in the email message area and/or SMS (limited to 150 characters) and/or send a page (limited to 50 characters). If selected, these messages will also be sent to the recipients in parallel with the voice calls.

Note, that a User's profile should contain SMS and Email and Pager email IDs before they will receive the text messages through those mediums.

How do I trigger a Firebar Conferencing Session?

Once a Firebar Conferencing session has been established and saved, then you can trigger the associated Firebar Conferencing session in multiple ways.

You can log in to the user interface, access your Firebar session and trigger it from the Advanced Page by selecting 'Confirm Send Now' and then pressing 'Send Now' button.

You can also dial in to the server and trigger the Firebar Conferencing session using the Activation PIN associated with the Firebar Conferencing session.

If you selected the 'scheduled' at the time of creating your Firebar Conferencing session, the system will automatically trigger the Firebar Conferencing session at appropriate time. You can schedule 'recurring' Firebar conferences, that can be useful for periodic testing of the system e.g., a test call that occurs every Thursday at 3 pm.

How do I see the results of my Firebar Conferencing Session?

The system keeps track of all the recipients who received the message, whose phones were busy or did not answer, or whose answering machines picked up the message instead. This information is provided on the 'Reports' page under a link called 'Detailed'. The Moderator can view the results online or download the file to his/her hard drive if necessary for further analysis..

	A	B	C	D	E	F	G	H	I
1	Name	Number Dialed	Called At	Response	Msg Body Played At	Disconnected At	Play Duration	Outcome	Additional Info
2	John Applebau	9726122479	2008-09-20 10:17:52 CDT		2008-09-20 10:18:21 CDT	2008-09-20 10:18:27 CDT	6	ANSWERED	ANS-MACH
3	Chris Cell	4693606071	2008-09-20 10:17:52 CDT		2008-09-20 10:18:28 CDT	2008-09-20 10:18:35 CDT	7	ANSWERED	CONTACTED
4	Chris Home	9723471598	2008-09-20 10:17:52 CDT		2008-09-20 10:18:29 CDT	2008-09-20 10:18:35 CDT	6	ANSWERED	ANS-MACH
5	John Jones	9726122778	2008-09-20 10:17:52 CDT		2008-09-20 10:18:29 CDT	2008-09-20 10:18:36 CDT	7	ANSWERED	CONTACTED
6	Leslie Reeves	9728678580	2008-09-20 10:17:52 CDT		2008-09-20 10:18:40 CDT	2008-09-20 10:18:47 CDT	7	ANSWERED	ANS-MACH
7	Jennifer Jones	9725968963	2008-09-20 10:17:52 CDT		2008-09-20 10:18:43 CDT	2008-09-20 10:18:49 CDT	6	ANSWERED	ANS-MACH

Advanced Features

After becoming familiar with the basic Firebar Conferencing features, a Moderator should review the 'Help' links that are provided in various sections of the User Interface. These links explain the use of advanced capabilities such as a) bulk uploading Users in a Group using CSV file, b) creating multiple Groups automatically using a CSV file, c) using 'access

codes' for secure Firebar Conferencing sessions and d) collecting feedback response using DTMF key press from the recipients of the Firebar Conferencing sessions.

Managing your Profile

To modify your login username or password, your email address or adding additional contact numbers, click on the Manage Profile tab. This will bring up your Moderator profile page. Here you can make appropriate edits and then click 'Submit' to save your changes.

Figure 13 - Change your Moderator profile from the Web Portal

Summary

This document has been designed to serve as a handy reference guide for the Firebar Conferencing Service Moderator. It describes various steps involved in creation of Users, Groups, Pre-recorded Messages and setting up and use of Firebar Conferencing sessions.

If you have any suggestions for further improvements, please contact us at marketing@xopnetworks.com.