

# NCH Software

## Quorum Conference Server

This user guide has been created for use with  
Quorum Conference Server Version 2.xx

# Technical Support

If you have difficulties using Quorum Conference Server please read the applicable topic before requesting support. If your problem is not covered in this user guide please view the up-to-date Quorum Conference Server Online Technical Support at [www.nch.com.au/conference/support.html](http://www.nch.com.au/conference/support.html)

If that does not solve your problem, you can contact us using the technical support contacts listed on that page.

# Software Suggestions

If you have any suggestions for improvements to Quorum Conference Server, or suggestions for other related software that you might need, please post it on our Suggestions page at [www.nch.com.au/suggestions/index.html](http://www.nch.com.au/suggestions/index.html)

Many of our software projects have been undertaken after suggestions from users like you. You get a free upgrade if we follow your suggestion.

# Quorum Conference Server

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8. The contract arising out of this agreement is governed by the laws and courts of the Australian Capital Territory.

# Contents - Introduction

Thank you for installing Quorum.

Quorum is a conferencing server that gives users an easy way to create and join telephony conferences. Each conference is allotted an unique conference number, which the conference creator gives to each conference participant. When any person joins a conference using this number, they will be able to join in on the current conversation with the other members of the conference.

Simple steps to run a conference

1. The Conference Convener creates a new conference by dialing into Quorum and selecting the create conference option when prompted, Quorum will then reply with the new conference number for the conference.
2. The Conference Convener then notifies the other conference participants of the conference number and the date and times for the conference.
3. The participants dial into Quorum and join the conference by entering the conference number for the conference when prompted.
4. Participants may leave the conference at any time by hanging up the call.
5. Participants may rejoin the conference at any time by dialing into Quorum and joining the conference as before.

Features

- Runs in the background.
- Easily allocate conference numbers via a telephone call.
- Accepts calls from PSTN and VoIP telephone lines.
- Handles simultaneous conferences.
- Join any pre-defined conferences by using the allocated conference number.
- Customizable voice prompts via the user interface.
- Connect to VRS to record conferences.
- Connect to IMS for On-Hold music and messages.
- Installs and runs in just minutes.
- Very simple user interface.

System Requirements

- Windows 98/ME/2000/XP/2003/Vista
- Pentium 500MHz or above with at least 64MB RAM (128MB for 2000/XP/2003)
- Hardware Lines: TAPI compliant (100%) telephony device. This includes most voice modems or a professional telephony card (eg. CallURL etc.)
- VoIP Lines: Any SIP RFC3261 compliant sip service (free services are available) or the Axon Virtual PBX Software
- (Optional) A VoIP service provider
- (Optional) VRS Recording System
- (Optional) IMS Telephone On Hold Messages Player

# Contents - Installation Guide

To install Quorum you need to do the following.

- Run the install file (qsetup.exe) on your computer.
- Configure the incoming telephone lines.
- Configure On-Hold music.
- Configure conference recording.
- Customize the voice prompts.
- Advise your users of the telephone number to access the conferencing system.

# Contents - Allowing Public Internet Access

To allow users to interact with Quorum via a Web browser you should speak to your network administrator.

Your administrator should do the following:

- Advise you of your static public IP.
- Provide a public TCP/IP port that is set to redirect to your Quorum port (default 91) on your PC.

You then advise users of the link in the form `http://[STATICIP]:[PUBLICPORT]`.

If you have a home internet connection and you don't know your static IP or it changes often you can subscribe to a Dynamic DNS Service. There are many of these services free on the internet.

A more detailed guide for setting up routing to your computer is available at <http://www.nch.com.au/kb/10046.html>



# Contents - Shortcut Keys References

- Ctrl+W - Open Web Control
- Ctrl+O - Display Options Pages
- Ctrl+L - View Logs
- F1 - Help Documentation
- Alt+F4 - Exit Program

## Contents - Purchasing and Registering Quorum

Quorum requires purchase and registration of a license for each installation of the software. You can view current pricing information at

<https://secure.nch.com.au/cgi-bin/register.exe?software=quorum>

Once you have obtained your registration, select File -> Register Software from the menu, and enter your registration details exactly as provided.

## Contents - Support

You can contact NCH Swift Sound for support at <http://www.nch.com.au/support/index.html>.

You can also get developer and community based support from the Quorum forum page at <http://nch.invisionzone.com/index.php?showforum=78>

# Personal Details - Edit Your Personal Details

Edit Your Personal Details: You may edit your personal details on this page, including:

- Name - This is the account name that you use to login to the system.
- Email Address - This is your email address that you want your conference notifications sent to.
- Access Password - This is the password you provide (along with your Name) to login into the system.

User Actions:

Your user permission level (standard or administrator) is displayed here along with a list of the actions which you are allowed to perform.

# Telephony Users Guide - Create, Join and Leave Conference

When the user calls in they will be presented with a welcome voice message. This message will prompt the caller to either enter a valid conference number if they wish to join a conference, or to log into their account. Account login is done using the caller's PIN ID.

## Creating a new conference number

If the user is intending to create a new conference number they simply press the # key and Quorum will read out the new conference number. Quorum will then request the caller to press the # key to accept the new number, the \* key to replay the conference number or the 1 key to terminate the call.

Once the caller has a new conference number they should then tell the other intended participants of the conference this conference number and the time that the conference will commence so that they can then join the conference.

Each conference number will stay active for 2 months from the last date that it was used. In this way a conference that is used continuously (at least once every 2 months) will stay active.

There is no limit to the number of times that the conference may be used during the time that it is active. There is no limit to the number of participants in a conference or the length of time a conference is used.

## Joining a conference

When a user wants to join a conference, they will dial into Quorum, and when prompted enter the conference number for the conference they wish to join.

If they are the only participant currently in the conference, Quorum will play the On-Hold music for them while they wait for others to join.

When there are more than one participants in a conference, each participant can speak and all other participants will hear them.

## Leaving a conference

Participants may leave a conference at any time by simply hanging up the call.

## Web Users Guide - Login Help

Problems with login? If you are an administrator, your user name and password can be set using the Options button on the toolbar of the program itself. By default, the user name for the administrator is Admin and password is blank.

If you are a normal user, you will need to ask your administrator to setup a Quorum account for you.

## Web Users Guide - Reset Password

**Reset Your Password** If you have forgotten your password, click the [Forgot your Password](#) link on the logon page. You will be required to submit your user name and the email address associated with your account. Your password will then be reset and the new password will be sent to your email address.

# Web Users Guide - Create Conference

Create a new conference To create a new conference, select Create Conference link from the main web control panel menu.

- 

## Conference Number

This is the unique number assigned by Quorum for a conference.

- Conference Description

Enter the short description to describe what the conference is about.

- Owner

Select the owner of the conference. The owner must be an existing registered member of Quorum. By default, the owner of the conference is the current logged in user.

- Open To

If you want to allow anyone to join the conference, select Public; otherwise, select Invited Users Only to make the conference only accessible to users invited by you.

- Scheduled Date

The expected date that the conference will take place.

- Scheduled Time

The expected time that the conference will take place.

- Recurring Interval

Select how often the conference should happen.

- Invited Users

This shows the list of all users who are invited to the conference. To invite a user, click on the Invite User To Conference button. More details on how to invite a user, please refer to the section Invite User.

- Document List

This shows the list of all documents which are available for the conference. You can view the document by clicking on the View icon or delete the document by clicking on the Delete icon. For information on how to upload a document, please refer to the section Join Conference.



## Web Users Guide - Join Conference

Join Conference To join a conference, select the link Join Conference from the main web control panel and then select the conference you wish to join. Alternatively, you can click on the Join icon on the Conference List page (please note: Web browser based conferences require Java to be enabled).

# Web Users Guide - The Conference Page

**User Control Panel** The User Control Panel displays the audio level of your current recording (microphone) and playback (speakers) devices.

Click the Mute button to stop Quorum from recording and transmitting your voice.

Whilst muted the volume display for the record device (microphone) will not show any volume level.

To disconnect from the conference, click the Disconnect button.

**Conference Table** The conference table shows all the users who have currently joined in on the conference. Quorum will display a bubble tip next to the person who is currently talking. If the person doesn't have the ability to speak (as assigned by the owner of the conference), a bubble tip with a red cross will be shown next to that person's image.

In the On The Table section, Quorum will display a list of all documents that are available for the conference. You can view any of these documents by clicking on the View icon or delete the document by clicking on the Delete icon.

Upload a document to the table by clicking on the Upload To Table button then browse to the file on your hard drive.

Please note that it may take a while for Quorum to upload your file, depending on the file's size.

Notes:

If you are unable to see the Conference Table, try to press F5 to reload the whole page again. If it still doesn't show up, please try the following:

- Updates your browser to the latest version.
- Make sure you have Java enabled in your browser. Check the settings of your web browser.
- Go to your web browser settings window and delete all temporary files and cookies.

# Web Users Guide - Invite User

Invite User If the conference is not open to public, you will need to invite the users who are allowed to join the conference. To invite a user, click on the Invite User to the Conference button on the conference page and follow these steps:

1. Select the person you want to invite
  - Existing User of Quorum - If the user you want to invite is an existing user of Quorum then just simply select their name from the drop down list.
  - New User of Quorum - If the user you want to invite is not an existing user of Quorum then you will need to enter their name and email address. Quorum will create an account for this user as well as sending an email to the user with their login details.
2. Step 2: Select the user access
  - Speak - Check (tick) this option if the invited user is allowed to speak in the conference.

All invited users will be sent an email containing the details of the conference they have been invited to.

# Web Users Guide - Add New User

Add New User This feature is only available to users with administrator or super user access.

- User Name - Enter the user name of the user.
- PIN ID - Similar to a user name, the PIN ID is used by callers to identify themselves over a phone.
- Email Address - Enter the email address of the user.
- Account Type - If the account is created for a company or a team then select Group; otherwise, select Individual. The only difference between these choices is how they are visually represented when a user logs in to the conference table for Quorum.
- Account Access Type - To allow the user to have full access to Quorum then select Administrator; otherwise, select Super User for users who can create new conferences and invite other users, or select Standard User for users who can only join public conferences or conferences they have been invited to. Super Users can only create new Standard Users. Administrators can change the Account Access Type for any user other than 'Admin'.

After the user account is created, Quorum will automatically send an email to the new user with their login details.

# Web Users Guide - Web Control Options

**Clean Up** You can set Quorum to automatically delete log files and old conferences. To do this, select the type of items that you wish to have deleted and the number of days to wait before deleting. This does not apply to recurring conferences, which must be deleted manually.

**Note:** Quorum will only delete conferences if they have not been modified at all in the specified period of time. Changing any details about a conference (like adding/removing a document or even logging in to the conference) will reset the amount of time since the conference was modified to zero.

## Outgoing Email Settings

Outgoing Email Settings are used by Quorum to send email to conference users with password information or conference invitations. You will need to make sure these settings are correct or notifications may not be received by users. If you are having trouble setting up your email settings, please see our Email Troubleshooting Help at <http://www.nch.com.au/kb/10018.html>.

# Web Users Guide - View Logs

View Logs Quorum produces a daily log file of program activity. System Administrators are allowed to view these logs for diagnosing system problems.

# Screen References - Advanced Recording Options

## Automatic Recording

The recording can be automatically started when either the Record Control dialog is opened or when the audio to be recorded reaches the threshold level. Additionally any quiet periods at the start and the end of the recording that is below the threshold level can be trimmed.

## Auto Start Recording

The recording will automatically start when the Record Control dialog is opened, you will not need to select the record button.

## Auto Trim Recording

Trim the recording to remove any quiet periods from the start and ending of the recording. Use the threshold slider to specify the cutoff level. Voice Activated Recording

Automatically start the recording when the audio level reaches the threshold.

## Threshold:

Use the slider to set the threshold level for the recording. Used for both the auto trim and the voice activated start.

## Screen References - User Details

Enter the details for the user.

User Name:

Enter the user's name, this is for login purposes.

Display Name:

Enter the user's display name, this is for display purposes.

Password:

Enter the password for this user.

Email Address:

Enter the user's email address. This will be used to send the user login details and conference invitations.

PIN:

Enter the PIN for this user. This will be used when logging in to conferences on the phone.

Account Type:

Select an account type for the current user.



## Screen References - Manual Configuration Required

The wizard can't automatically configure your network.

## Screen References - Public IP Address has Changed

Your public IP address has changed. This may indicate your IP address is not static and that you may need to take action.

# Screen References - Options ~ General

## Startup Run Mode

Quorum can be configured to run automatically either on computer system startup, as a service, or whenever a user logs on to the computer. Run Quorum automatically as tray icon on system startup

Tick this option if you want this program to run automatically when the computer starts (or you logon). Select run mode:

Select the run mode from the list of options available.

- Run when any user logs on
- Run when this user logs on only
- Run as Service (before logon). Show all users
- Run as Service (before logon). Show this user only
- Run as Service. Do not show to users

## Service Settings...

Click the Service Settings button to customize the settings used when Quorum is running as a service.

## On-Hold Music

When there is only one caller attending a conference, Quorum can either continuously play a Wav file or use the IMS On-Hold Messages and Music player to play On-Hold music for that caller. If you do not use IMS you should select a Wav file for Quorum to use for its On-Hold music.

## On-Hold Music played from a file

Select this option if you do not intend to use the IMS On-Hold Messages and Music Player with Quorum. On-Hold Music File:

The selected On-Hold music file. Click the button to browse for Wav files that can be selected as On-Hold music.

## Link to IMS On-Hold Player

The IMS On-Hold Messages and Music Player is a professional software based digital player of messages and / or music. It runs in the background on any computer on the network and mixes music and / or messages automatically (with optional date time scheduling). For more information including downloading IMS please see <http://www.nch.com.au/ims>. If IMS is not running on this computer, Quorum will ask if it can download and install IMS on to the computer. There is no need to install IMS on to this computer if you are intending to use an IMS that has been installed elsewhere on the network.

## IMS Server:

Enter the name of the computer running IMS. If IMS is on the same computer then use 'localhost'. If you have problems connecting it might be because you have a firewall blocking the TCP/IP port 606 on the computer running IMS. The standard IP Port that IMS uses is Port 606, if IMS has been configured with a different IP Port this can be specified along with the server name eg. 'localhost:606'

Note the colon character between the server name and the Port.

Music Volume Level Adjust (-20dB - 0dB):

Adjust the volume level for the On-Hold music. The lower the setting the softer the music.

Restore Defaults...

Click the Restore Defaults button to restore these fields to their original values.

Outgoing Email Settings...

Click the Outgoing Email Settings to set the outgoing (SMTP) email server settings which will be used for any notification emails that can be sent to the conference users.

# Screen References - Options ~ Conferences

## Record Conferences

Quorum allows recording of conferences. It can do this either by recording simple WAV files to the local hard drive or through the VRS Recording System.

### Record all conferences automatically

Select this option to make recordings of all conferences in Quorum. They can also be set for individual conferences by editing the conference properties.

### Generated Conference Number Style

Choose the length of the generated Conference Numbers. The longer the Conference Number the less likely that it will be entered by mistake.

10 digit Conference Numbers (e.g. 0000101012)

Generate 10 digit Conference Numbers, more secure.

5 digit Conference Numbers (e.g. 01001)

Generate 5 digit Conference Numbers, quicker to enter.

# Screen References - Options ~ Telephony

This is the list of all the telephone lines (PSTN and VoIP) currently configured for use.

They should include all voice modems or professional telephony devices as well as all of the VoIP lines that you wish to use.

**Add** Adds a new line device. This button displays a list of all the available telephone line devices that may be added. Select the **New SIP based VoIP Account** item to add new VoIP account details. If you are attempting to add some hardware device and do not see that item in the list then refer to the Knowledge Base article "My Modem or Telephony Board is not listed as a valid telephony device" at [www.nch.com.au/kb/10045.html](http://www.nch.com.au/kb/10045.html) on the NCH Swift Sound website. Select the device that you wish to add, then click the <Add> button.

**Remove** Removes the selected line device from the configuration.

## Properties

**Change the properties of the selected line device.** For setting details see **Options ~ Telephony ~ Line Properties**.

## Screen References - Options ~ Voice Prompts

The Voice Prompts can be changed using the Voice Prompts tab of the Settings page.

### Voice Prompts

To change a prompt, select the prompt, click on the Change button and then select Record / Load Wav/mp3 / Synthesize Voice from the menu. Play Voice Prompt

This button will play the currently selected Voice Prompt.

### Change Voice Prompt...

To change a prompt, select the prompt, click on the Change Voice Prompt button and then select one of the following menu items

- Record
- Load wav or mp3 file
- Text-to-Speech synthesis
- Reset to default prompt

In order to use the Synthesize Text-to-Speech you must have a speech engine installed. These are free from Microsoft. Follow the link at <http://www.nch.com.au/speech>.

# Screen References - Options ~ Web Access

Web Access allows users to interact with Quorum via a Web browser.

Users

Users - you can manage your applications users here.

Add...

This button will add a new user.

Edit...

This button will edit the selected user's details.

Delete...

This button will delete the selected user's details.

Email...

This button will email the selected user their logon details. You must have Quorum's outgoing email settings configured correctly to do this. You can configure these settings from the [Options ~ General](#) or from the [Weblet Options](#) when you are logged in to the weblet as an administrator.

Web Access Server

Web Server TCP Port (Default 91):

This is the TCP/IP port the server will run on. The default is 91 for this program. But the default for HTTP is 80. If you don't have any other webservers on your computer you can try using 80.

Public access See [Allowing Public Internet Access](#) for details on allowing public access to Web Panel. Accessing the Web Panel To access your Web Panel use one of the following address formats in your internet browser.

- <http://localhost:port> eg. <http://localhost:91> (if Quorum is running on this computer)
- <http://computername:port> eg. <http://mycomputer:91> (for use on a local computer network)
- <http://privateip:port> eg. <http://192.168.0.1:91> (for use on a local computer network)
- <http://publicip:port> eg. <http://212.137.22.14:91> (for internet use)
- <http://domainname:port> eg. <http://vrs.mycompany.com:91> (advanced option - if you have a DNS)

You need to make sure your firewall is not blocking the port (default port 91). Refer to your firewall settings to check the correct TCP/IP port is opened.



Please speak to your network administrator about any networking problems you have. They can usually quickly fix routing or firewall problems.