# SPONTANIA PRO 3.3
## ADMINISTRATOR MANUAL

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SPONTANIA PRO
ADMINISTRATOR MANUAL

CLEARONE DOCUMENT

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# Chapter 1. Introduction

## IN THIS CHAPTER

This chapter introduces the privileges and available controls within the administration site for Spontania PRO package:

- Spontania PRO Administration Overview
- Main Features

## SPONTANIA PRO ADMINISTRATION OVERVIEW

Connecting as Administrator gives all privileges and controls available within the application. Administrator has also the privileges required to create accounts for moderators and sessions.

This guide gives complete instructions regarding the creation and management of accounts and sessions.

Once you have purchased the Spontania PRO package, the administrator will receive an email, as follows.

Congratulations for becoming a ClearOne Spontania customer --you're 30 seconds away from hosting your first media collaboration meeting! The information below confirms your order of Spontania Pro 10 and will help you to be up and running quickly. Enclosed, please find your order details, log in credentials, and a brief description of how to access the service.

The Spontania User Setup Guide contains important information for users and can be downloaded here:

http://www.clearone.com/uploads/resource/DOC_0171_001_REV_1_0_SPONTANIA_USER_SETUP_GUIDE.pdf

These documents included detailed information on how to access and use this powerful collaboration tool. Contact your ClearOne partner if you are interested in Spontania end-user training courses.

Please save the important information for future reference.

Company name: CLEARONE_CUSTOMER

You have purchased 1 license/s for 10 Spontania Standard Simultaneous meeting rooms, with multiparty calls of up to 25 participants per room. **Please note that Spontania can also be used for your audio conferencing needs.**

Below we provide the user and temporary password that was created for you to manage the service:

User: **CUSTOMER10**

Password: **CUSTOMER10**

---

Meeting ID: **5425**

1) Access to http://server.spontania.com/spn/admin.jsp

2) Enter the username and password.

3) Here you can create users to use licenses.

Meetings can be started by going to http://server.spontania.com and clicking on the "Host a Meeting" tab. The meeting begins once the log in credentials are entered.

Participants can join mettings by going to http://server.spontania.com and clicking on the "Attend a Meeting" tab. They may join a meeting once the appropiate "Meeting ID" and a "Name" are entered.

For technical support, please contact your ClearOne partner.

Thank you for your order!

The emails contains all information needed to access the administration site (URL and administrator credentials).

Once authenticated you will be inside Spontania administration, with access to the following menu:

Clicking on "**Spontania**" will expand your menu options to include creation, deletion and modification. You will find similar buttons for each of these operations throughout the administration portal.

Reference will be made to "sessions" and "rooms" throughout the guide. Please note that they are synonymous terms.

# MAIN FEATURES

A brief description of the administrator menu options is provided below.

## GENERAL

- **System Info:** provides information about available services. Allows for changes to access data and personalization of the access web page.

- **Logged In:** presents a list of sessions (of all the modules: IM, Spontania sessions, etc.) active at the time of query, as well as the users participating in these sessions.

## SPONTANIA

- **Logged In**: presents a list of Spontania sessions that are active at the time of query, as well as the users participating in these sessions.

- **Areas**: these may be similar to department or groups.

- **Sessions**: these are at the center of Spontania; they are the virtual conference or meeting rooms in which users meet.

- **Moderators**: are the main participants in a session. They can control sessions and grant authorization to participating users. They may perform the role of moderator in one or several areas.

- **CDR**: Call Detail Records store information about implemented sessions.

- **Log file**: Similar to CDR, this option provides information about the users who have logged in to a session. The main difference is that the information provided here is related to sessions that have been deleted from the system.

- **Statistics**: This option provides participant access records based on selected criteria (area, moderator, session start or end date, etc.).

- **Documentation**: This shows all documentation related to the service. This manual can be downloaded in PDF format.

**IM**

- **Logged In:** Shows the users connected to the instant messenger service in real time.
- **Documentation:** Provides all the downloadable PDF Format documentation and Manuals related to the service.

**CONFIGURATION**

- **PSTN/3G Routing:** Defines the DTMF codes/numbers that enable telephone access to created sessions.

To ensure appropriate management, administrators should create all necessary objects in the following order:

1. Areas
2. Moderators
3. Sessions

For Spontania PRO package, it is recommended not modifying the PSTN/3G routing options since it is configured in Software as a Service business model.

# Chapter 2. Access to the administration

## IN THIS CHAPTER

Once the Welcome email is received, Spontania is ready for use. This chapter describes the following basic operations:

- Access to the administration

## ACCESS TO THE ADMINISTRATION

In order to gain access to administration functions, is possible to enter the URL provided by your provider into any internet browser followed by "*/spn/admin.jsp*".

For example: http://www.spontania.com/spn/admin.jsp

At the resulting website, enter the administrator name and password you received by email. Record the name and password in a safe place as they are the only means to access the administration of your system.

The initial screen will show the users currently logged in to any of the ongoing sessions in addition to the menu.

By default, web administration uses the language pre-configured in the browser (English or Spanish). If neither language has been pre-configured, then administration will appear in English. However the language can be changed at any time from English into Spanish or vice versa by clicking on the flag-icon that appears at the top of the menu.

# Chapter 3. General

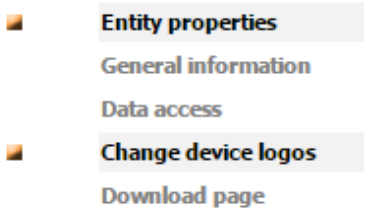
## IN THIS CHAPTER

Once administrator has access to the administration site. This chapter describes the following options inside General menu:

- “System Info” option
- “Logged in” option

## “SYSTEM INFO” OPTION

This provides information about the number of licenses (concurrent sessions) and available services (text chat, voice, video, application sharing, remote control, and file transfer). It also makes it possible to personalize the access web page.




With the “**General Information**” option, the administrator can view the general properties of the entity, as well as the configuration of all services and features available.

Reference will be made to “entity” and “company” throughout the manual. Please note that they are synonymous terms.

| GENERAL PROPERTIES | |
|---|---|
| Name of company | ANAPRO10 |
| Name of connection | ANAPRO10 |
| Fiscal number | |
| Contact Person | ana \| pro 10 |
| Email | ana.pena@clearone.com |
| Spontania licenses | 250 |
| IM Licenses | 100 |
| Webcontrol licenses | 0 |
| Gateway licenses | 4 |
| Delegated administration | |
| Recording sessions | |

| SPONTANIA PROPERTIES | | | | | | |
|---|---|---|---|---|---|---|
| Max. active sessions | Personal module | ABM module | Multicast | Satellite | Mac | Polls |
| 10 | ◢ | ◢ | | | ◢ | |

| AVAILABLE SERVICES | | | | | | | |
|---|---|---|---|---|---|---|---|
| TEXT | VOICE | APPLICATION SHARING | REMOTE CONTROL | CO-BROWSING | FILE TRANSFERING | WHITEBOARD | VIDEO |
| ◢ | ◢ | ◢ | ◢ | | ◢ | ◢ | ◢ |

| PERSONALIZED VALUES | | |
|---|---|---|
| AUDIO | Free hands | ACTIVE |
| VIDEO | Predefined quality of video | ADSL_2MB |
| | Maximum quality of video | ADSL_2MB |
| | Maximum number of videos | 10 |
| APPLICATION SHARING | Predefined application sharing quality | ADSL_2MB |
| | Maximum application sharing quality | ADSL_2MB |

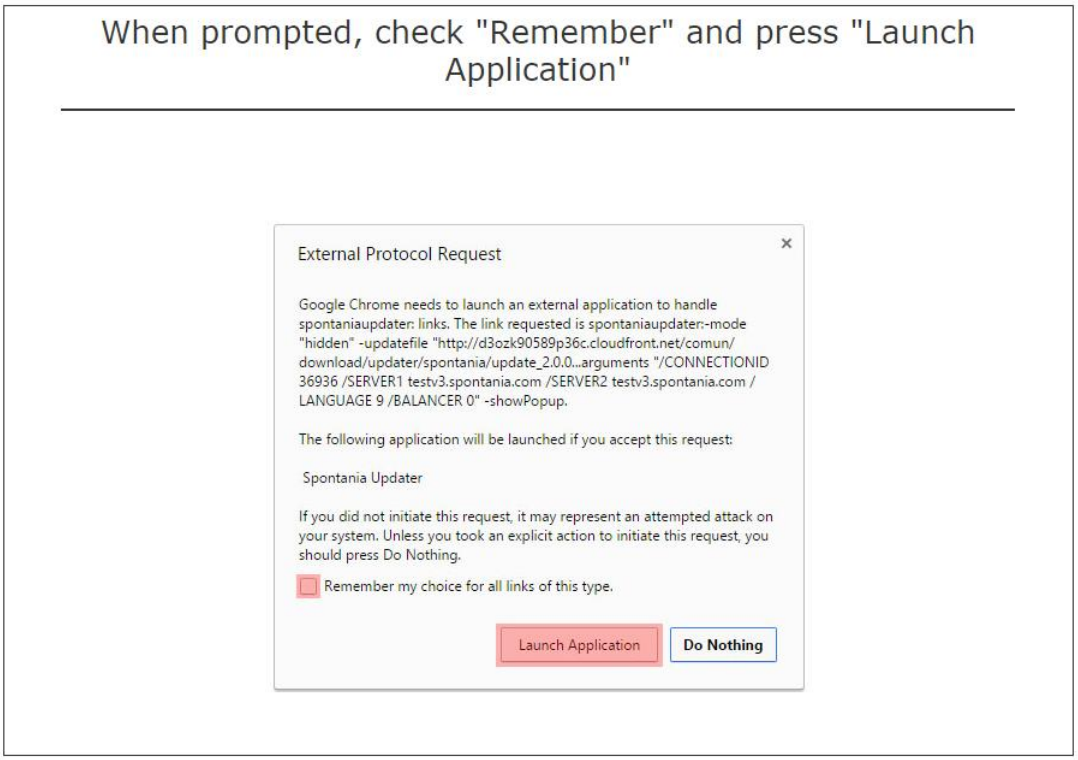
Back

Login data for the administrator can be modified by selecting the option **“Data access”.**

| | |
|---|---|
| Login | |
| Password | |
| Confirm Password | |

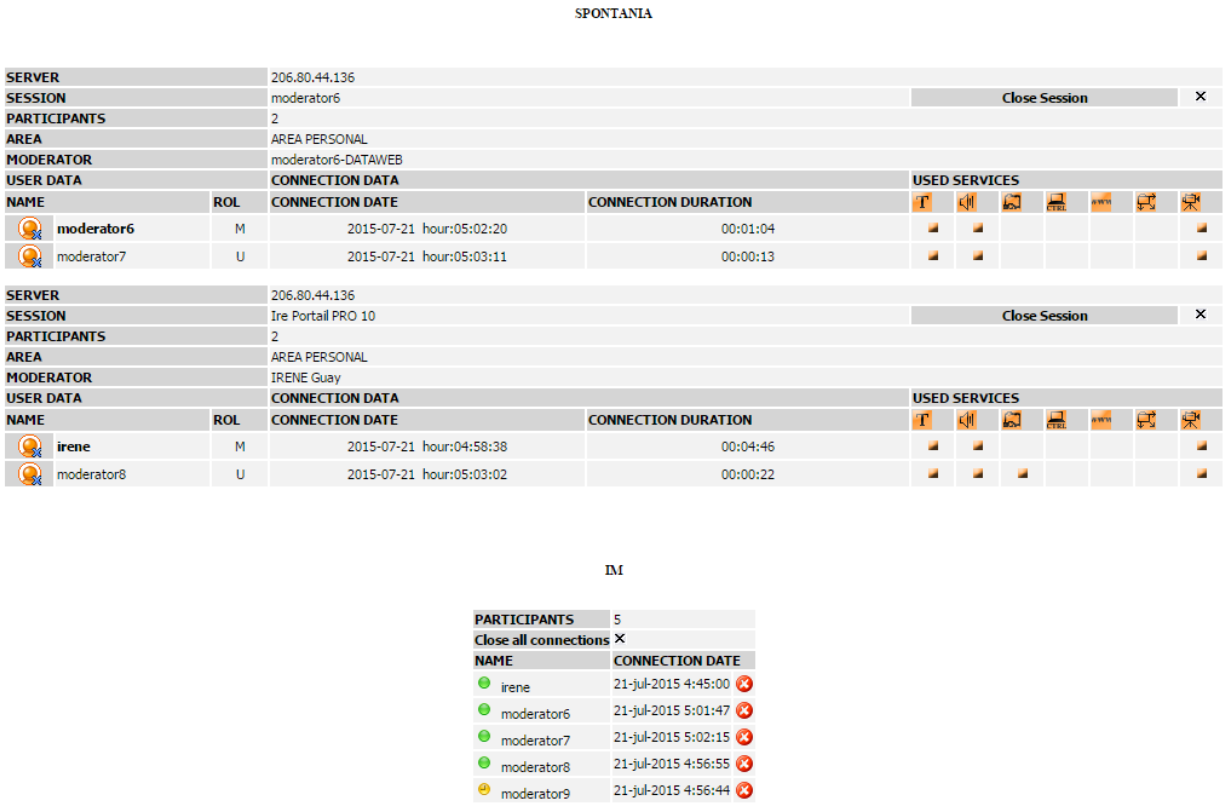
Update Back

By selecting “**Download page**”, it is possible to modify the screen that appears while the Spontania for PC and MAC application is downloading.

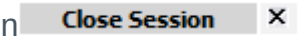


# “LOGGED IN” OPTION

This is the default screen that appears upon entering web administration if there are active sessions.




Information in this **“Logged In”** section is the same as what is obtained through the CDR option (explained in detail below). The only difference is that this option shows users who are logged in to ongoing sessions, whereas the CDR option shows users who participated in concluded sessions.

From this screen the administrator has the option of closing the ongoing session by clicking on the button  and quit any participant .

Each of the icons that appear on the right of the screen represents a Spontania service, as shown in the table below:

Text Chat
Voice IP
Application Sharing
Remote Control
Cobrowsing

File Transfer

Video

Indicates that the service has been activated

# Chapter 4. SPONTANIA

## IN THIS CHAPTER

Once administrator has access to the administration site. This chapter describes the following basic options inside Spontania menu:

- “Logged in” option
- “Areas” option
- “Sessions” option
- “Moderators” option
- “CDR” option
- “Log File” option
- “Statistics” option
- “Documentation” option

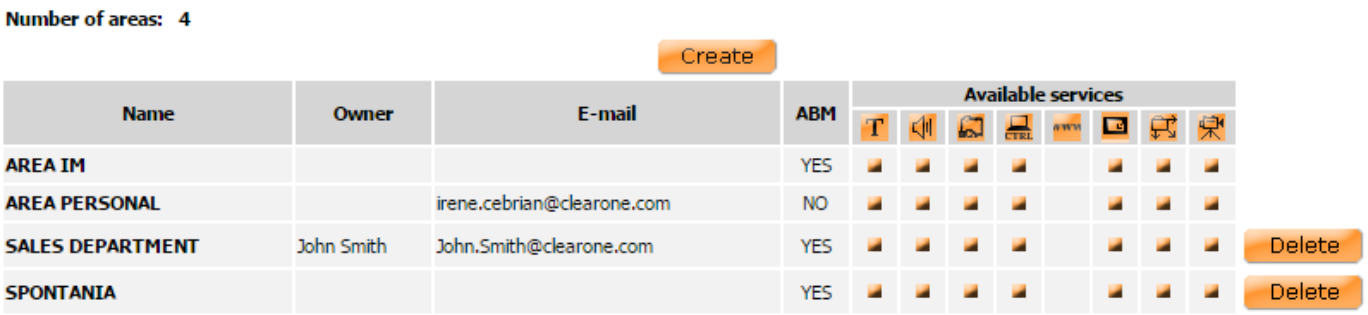
## “LOGGED IN” OPTION

This shows the same kind of information explained in the “**Logged In**” option of the General Menu, but is limited to information related to the Spontania service.

## “AREAS” OPTION

Areas can be thought of as departments or groups within a company. Just as it is necessary for a moderator to exist to create a session, it is essential that the session belongs to an area that will manage it; i.e. areas must be created before proceeding with the creation of any session.

Clicking on the “**Areas**” option the following screen will appear:




First the total number of areas created in the system is listed.

Next, there is a list of areas with their most relevant information: area name, person in charge with his or her email address and the services that can be managed within these areas.

You can access the menu for area modification by clicking on the area name; this will show all the data that identifies an area, as well as the default values that the session belonging to this area will inherit.

Another field that appears here is ABM, which must show one of two values: “Yes” or “No”. To change this value you must go to the Area Modification menu. Its function is:

> **The function of ABM is to optimize the quality of the videoconference system in real time, by automatically controlling the videostreaming parameters sent to the user’s device. Integrated into the Spontania server, the ABM module maintains a balance between network resources (bandwidth) and service quality.**

An area is created with a set of services - and any session belonging to that area will inherit these services by default. A service will never be activated in any room not assigned to the area upon its creation. The administrator is the only person that has the ability to increase the available services in an area, since he or she is the only one who has access to the management of all the areas.

The operations that can be implemented for an area are: creation, modification and deletion. There is no limit to the number of areas that can be created, as long as you are logged in as the general administrator.

There are three areas created by default depending on the activation of certain modules:

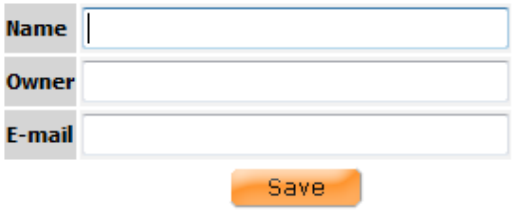
- **Area IM** is created by default when the IM module is configured.
- **Area Personal** is created by default when personal module is configured.
- **Area Spontania** is the default area.

Area IM and Area Personal cannot be deleted by the administrator. They disappear when modules are disable in the system.

## CREATE AN AREA

In order to create an area, simply click on the “**Create**” button located above the list of areas. A form will appear in which the requested data must be entered.

Although it is best to provide as much data as possible at this point, only the name is mandatory.




By default a new area inherits the same active services of the entity to which it belongs, so this information is not requested on the form used to create each area. The “Modification” option - explained in the following section - must be used to change these parameters.

Once all the information has been entered, click “**Save**.”

If the area has been created correctly, the “Areas” screen will reappear, showing how the new area has been incorporated into the list of all existing areas.

## MODIFY AN AREA

It is possible to gain access to the contents of an area at any time in order to carry out necessary modifications. To modify the parameters of an area, simply click on the respective area name.

This will automatically open a screen showing current area values and allowing for the modification of any specific feature. The illustration below shows such a modification.

| | |
|---|---|
| **Area** | SPONTANIA |
| **Owner** | |
| **Email** | |
| **ABM** | YES NO **ABM Configuration** |

**AVAILABLE SERVICES**

| | |
|---|---|
| **TEXT** | YES NO ACTIVE |
| **VOICE** | YES NO ACTIVE |
| **APPLICATION SHARING** | YES NO |
| **REMOTE CONTROL** | YES NO |
| **CO-BROWSING** | Not available |
| **WHITEBOARD** | YES NO |
| **FILE TRANSFERING** | YES NO |
| **VIDEO** | YES NO ACTIVE **HIGH QUALITY** ☑ |
| **SELF-MODERATION** | YES NO ACTIVE |
| **AUTOMATIC VIDEO QUALITY** | YES NO |

**PERSONALIZED VALUES**

| | | |
|---|---|---|
| **AUDIO** | **Free hands** | ACTIVE |

**VIDEO**

| Available Qualities | | Selected Qualities |
|---|---|---|
| AVQ7<br>AVQ8<br>AVQ9 | >><br><< | AVQ1<br>AVQ2<br>AVQ3<br>AVQ4<br>AVQ5<br>AVQ6 |

| | |
|---|---|
| **Predefined quality of video** | ---------- |
| **Maximum number of videos** | 10 |

**APPLICATION SHARING**

| Available Qualities | | Selected Qualities |
|---|---|---|
| | >><br><< | Low<br>Medium<br>High |

| | |
|---|---|
| **Predefined application sharing quality** | High |

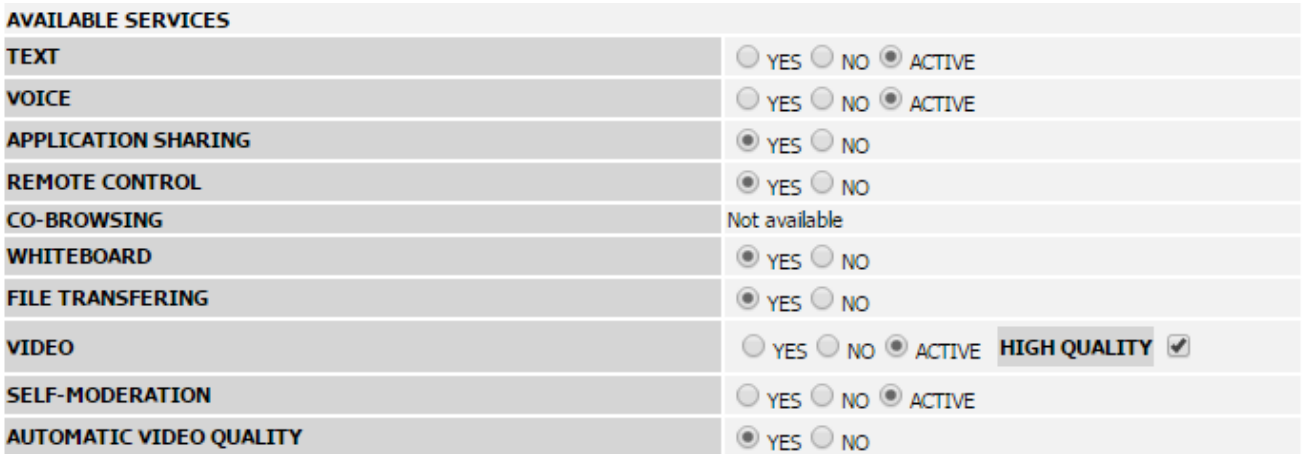
Modify

It is important to remember that the same data required to create an area will remain mandatory and is listed here. In addition a series of parameters will appear with values inherited from the company, as mentioned above.

Thus all the services that were enabled when the entity was created will appear as activated and may now be selected. If any services were not enabled when the entity was created, they will appear here as “not available” or will not appear at all.

It is important to remember that each area must be created with a unique name.

There are two special sections other than the area identification data. These sections are: “**Available Services**” and “**Personalized Values**”.




Any service inherited from the general company configuration can be activated or deactivated under “**Available Services**”. Sessions created in this area will also inherit the same services.

When a service is selected as “Active”, the service will become active by default as soon as the session begins.

| | |
|---|---|
| **Text** | Capability to send text comments to session participants. |
| **Voice** | Transmission of audio |
| **Application Sharing** | Share an application or PC/MAC in real time. |
| **Remote Control** | Provide remote control over applications, documents and PCs/MACs. Application or PC/MAC Sharing service must first be activated, since remote control will be exercised over the application or document shared by another user |
| **Co-browsing** | Enabled the ability to guide the other participants in the session to specific web sites via the browser on their computer |
| **Whiteboard** | Whiteboard service in two different ways:<br>• Independent mode: Allowing notes and drawings to be added to the whiteboard.<br>• Review mode: Allowing notes and drawings to be added to a document or application shared by another user. |
| **File Transfer** | File transfer service for any user |

| | |
|---|---|
| **Video** | Video service. It will be possible to activate up to 4 videos per user (server configuration) |
| **Self-moderation** | Each participant individually can activate or deactivate the services |
| **Automatic Video Quality** | Automatic voice video rotation to minimize the bandwidth consumption. (AVQ, Automatic Quality Control)<br>• If AVQ is active, the session video quality cannot be modified by the moderator. Also moderator cannot force the view for the rest of participants and video rotation button will be disable.<br>• When AVQ is active in a session, the default layout will be speaker view (1xN). Although each user can choose between gallery view (NxN) and speaker view (1xN). In case, user select NxN view (gallery view) the video will not rotate However, if there is an no-visible user (i.e., 15th user), in that case, this user's video should become visible when this user talks.<br>• In case of 1xN layout, user couldn't choose what video is showing big. It is defined by server based on who is speaking.<br>• In the speaker user application, the video of the user who spoke before will be showed big. |

Click on the dropdown menu next to "**Personalized Values**" and select the desired value.

This is an “additional step” in the personalization of an area, divided into three different sections: Audio, Video and Sharing.

| | |
|---|---|
| **Audio** | The “Hands Free” option can be activated or deactivated by default. If it appears as INACTIVE, then users will have to push the Ctrl button on their keyboards when using the voice service. If activated, this action will not be necessary. |
| **Video** | It is possible to set the qualities available for the video service. The platform has a list of available video qualities for the video service and administrator can define which of them will be available for the sessions belonging to the area.<br>**Predefined Video Quality**: This establishes the quality of video to be applied to all users when they connect and initiate video services. This value can be modified in real time during the session by the session moderator.<br>**Maximum Number of Videos**: This establishes the maximum number of videos that can be shown in sessions belonging to the area. |
| **Sharing** | It is possible to set the qualities available for the sharing service. The platform has a list of available sharing qualities for the sharing service and administrator can define which of them will be available for the |

| | |
|---|---|
| | sessions belonging to the area.<br>**Predefined Sharing Quality:** This value refers to the predefined value used when sharing is started. |

Once the necessary changes have been entered, click on the "**Modify**" button. If all data has been entered correctly, the list of all the areas will appear with all of the changes made to the modified area.

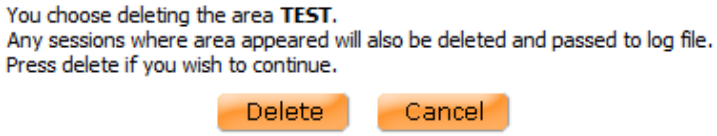
### DELETE AN AREA

In order to delete an area, simply click on the appropriate "**Delete**" button on the list of areas available in the system. A series of verification procedures will be applied to ensure that the area to be deleted is not linked with any other sessions, preventing any inconsistency of data, as well as to confirm that the deletion is indeed desired.

The following scenarios may arise:

- The area to be deleted is not linked to any active or non-active sessions in the system: confirmation is requested. Once the selection has been implemented, the "Areas" screen will reappear, informing the administrator that the operation has been carried out.

- The area to be deleted is linked to an active or non-active session in the system: if an area in which sessions have been carried out is to be deleted, the corresponding information will be erased from the CDR and will be transferred to a Log File.




## "SESSIONS" OPTION

This option enables management of system sessions.

Note that the system moderators and areas must have already been created to perform this function, as they will be requested when creating a session.

The definition of sessions are the rooms to which users are logged in; and they are controlled by a moderator who has access to a series of features that can be activated during the session.

| Session | Code | Availability | Moderator | Authentication | Area | Active | ABM | |
|---|---|---|---|---|---|---|---|---|
| **ana@1234** | 83488 | PERMANENT 24 hours | anaç1234 | FREE | AREA PERSONAL | YES | YES | |
| auuuu | 16523 | 2015-07-02/2016-01-01 [11:00 - 14:00] | IRENE Guay | FREE | AREA IM | YES | YES | Delete |
| Daily Tuesday | 71541 | 2015-04-28/2015-10-28 [10:00 - 12:00] | moderator10 | FREE | AREA IM | YES | NO | Delete |
| **Ire Portail PRO 10** | 11 | PERMANENT 24 hours | IRENE Guay | FREE | AREA PERSONAL | YES | YES | |
| **Laura Begue** | 85715 | PERMANENT 24 hours | Laura Begue | FREE | AREA PERSONAL | YES | YES | |
| **MODERATOR** | 5425 | PERMANENT 24 hours | Ana Pro 10 | FREE | AREA PERSONAL | YES | YES | |
| **moderator1** | 66694 | PERMANENT 24 hours | moderator1 | FREE | AREA PERSONAL | YES | YES | |
| **moderator10** | 85548 | PERMANENT 24 hours | moderator10 | SESSION | AREA PERSONAL | YES | YES | |
| **moderator2** | 89023 | PERMANENT 24 hours | moderator2 | FREE | AREA PERSONAL | YES | YES | |
| **moderator3** | 98382 | PERMANENT 24 hours | moderator3 | FREE | AREA PERSONAL | YES | YES | |
| **moderator4** | 26234 | PERMANENT 24 hours | moderator4 | FREE | AREA PERSONAL | YES | YES | |
| **moderator5** | 25007 | PERMANENT 24 hours | moderator5 | FREE | AREA PERSONAL | YES | YES | |
| **moderator6** | 48918 | PERMANENT 24 hours | moderator6-DATAWEB | FREE | AREA PERSONAL | YES | YES | |
| **moderator7** | 48452 | PERMANENT 24 hours | moderator7 data web | FREE | AREA PERSONAL | YES | YES | |
| **moderator8** | 42695 | PERMANENT 24 hours | Moderator 8 | FREE | AREA PERSONAL | YES | YES | |
| **moderator9** | 68769 | PERMANENT 24 hours | moderator9 GUAY | FREE | AREA PERSONAL | YES | YES | |
| **NO_AVQ** | 61566 | PERMANENT 24 hours | ANYONE OF THE AREA | FREE | SPONTANIA | YES | YES | Delete |
| **NO_SELFMODERATION** | 30283 | PERMANENT 24 hours | ANYONE OF THE AREA | FREE | SPONTANIA | YES | YES | Delete |
| **permanente** | 99142 | PERMANENT 24 hours | ANYONE OF THE AREA | FREE | SPONTANIA | YES | YES | Delete |
| SESION IM-1437472048065 | 82828 | 2015-07-21 [11:47 - 12:47] | moderator7 data web | FREE | AREA IM | YES | YES | Delete |
| sesionmod6 | 18243 | 2015-06-01/2015-12-01 [11:30 - 23:30] | moderator6-DATAWEB | FREE | AREA IM | YES | NO | Delete |

Clicking on the "**Sessions**" option on the menu will display a list of the sessions in the system. The list shows, amongst other things, the most relevant information about the session. For additional details about the configuration of any particular session or to modify it, click on the session name.

In addition to data such as its name, the area to which it belongs, its moderator, etc., each session is defined by other items that may require further explanation. Before moving on to the process of creating a session, a brief introduction of certain concepts implicit to the session is provided below:

- A session can be designed with or without authentication. In other words, it can be established so that users are either required or not required to enter a password in order to connect ("Authentication" field).

- Each session has a start date and may have an end date. If a specific expiration date is indicated, the session will be "expiring"; if not, it will be "permanent". Regardless of whether the session will expire or not, it is essential to indicate the range of hours during which the session is to remain active.

- A session can be initiated by the first user who connects to it, or it can be set to initiate only when the moderator is logged in and awaiting users ("Allow user to start" field).

There are different types of sessions:

- **Personal meetings**: when administrator creates a moderator, and personal module is enable, a personal meeting is created associated to this specific moderator. Administrator cannot delete this session from the 'Session' option. It is deleted when administrator deletes the moderator. These sessions belong to Personal Area so, they will inherit settings from this area. They are permanent and can be configured or not with session

password. Some parameters like moderator and session duration cannot be changed. An email will send to the moderator with session data when moderator is created.

- **Schedule meetings**: These sessions are valid only for a specific period of time. They can be created:
  - using Spontania Main application by any moderator: These sessions belong to IM Area and moderator is who created the session. These sessions cannot be modified by administrator.
  - or they can be created from the web site by administrator: In this case, these sessions belong to Spontania area or any created area. Administrator can defined a group of moderators or a specific moderator.

- **Instantaneous meetings**: They can be identified with the following name, SESION IM-<random number>. These sessions are created using Spontania Main application by moderator, are valid only for 5 hours and belong to IM Area and cannot be modified by administrator.

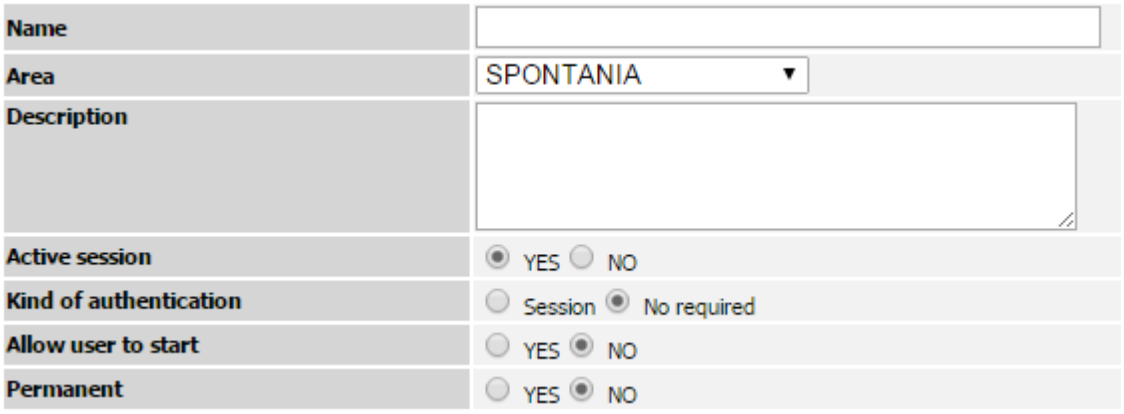
- **Permanent meetings**: Administrator is the only user with right to create permanent meetings and can create permanent sessions independently on the license availability. These sessions belong to Spontania area or any created area. Administrator can defined a group of moderators or a specific moderator.

The session will end when the end time arrives. Notification messages are displayed to the session participants 5 minutes and 1 minute before session expires. Also it is possible that platform ends some ongoing sessions when a schedule meeting has not license to connect. Platform selects the longest permanent or instantaneous ongoing session to close it.

Each session can belong to only one area. A moderator must also be assigned. Both options must be created prior to the creation of the session.

## CREATE A SESSION

This involves two screens. The first one is shown below:




First, this screen asks for the name of the session. It then asks for the name of the area in which the session will be managed. Select the corresponding area name from the scroll-down menu.

When selecting the moderator of the session, only those moderators with authorization in the selected area will be shown. The screen then has a space for a description of the session contents. This is the only optional information in this screen. The information in this field will not be visible by the session users.

Sessions can be defined as active or not active. If the “No” button is selected, nobody will be able to connect to the session, even when appropriate time limits are established. Marking a session as active or not active determines whether the session will appear to users.

There are two options for selecting the type of authentication when a user is trying to connect to a session:

- **Session**: this means that the user must provide a password to gain access to the session. The password must coincide exactly (including upper / lower case letters) with the password entered when creating the session. If the user attempts to gain access to the session without providing the correct password, access will be denied.

- **Not required**: this means that the session being created will not be password protected. Any user will be accepted to the session, as long as the maximum number of users has not been exceeded and the user is seeking entry within the established access hours.

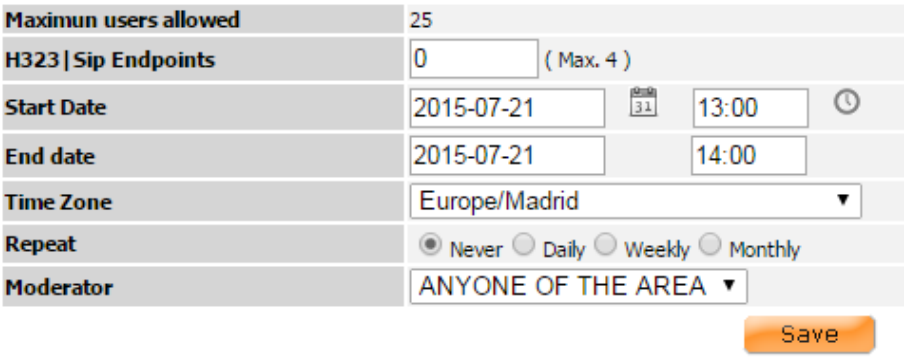
Session name and password supports up to 20 characters and strange characters except ‘“’, ‘&’, ‘<’, ‘>’, ‘\’, ‘+’, ‘’’ and ‘#’. Minimum characters for the password is 8.

‘Allow user to start’ establishes whether users can connect before the moderator has joined the session, even if they have correct access data.

Session expiration must also be specified. As explained above, if the session is set to expire (No permanent), the next screen will ask for its start date and its end date.

Clicking on the “**Next**” button will bring up the screen with the remaining information required by the system to create the session. However, if any errors have occurred or any information is missing from the first screen, a message will appear to inform you about this situation.

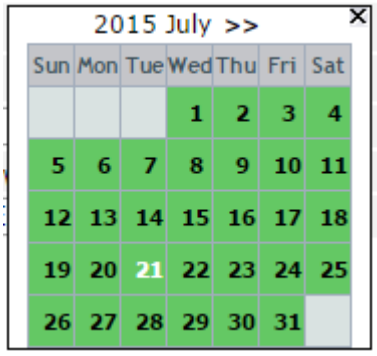
Below is an illustration of the second screen:



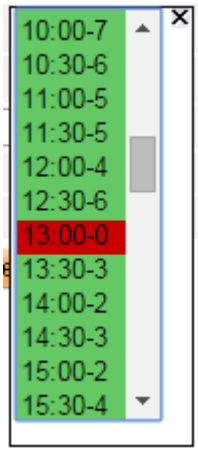

All sessions are configured with 25 as maximum number of concurrent users.

It is possible to book the license to allow the connection of the H.323/SIP end-points to this session. In the right side, it is displayed the maximum available licenses which depends on the purchase packages.

Clicking over the calendar icon, , a calendar is displayed to select the date.




Clicking over the clock icon, , the list of time frame indicating the available license is displayed. The session could start at :00, :30. Red indicates that in this time frame is not possible to reserve the session because the available session licenses has been reached.




The maximum duration of schedule session is 12 hours. To select the session duration, administrator must press CTRL key.

It is possible to schedule a meeting for a specific time zone. Select the corresponding time zone from the scroll-down menu.

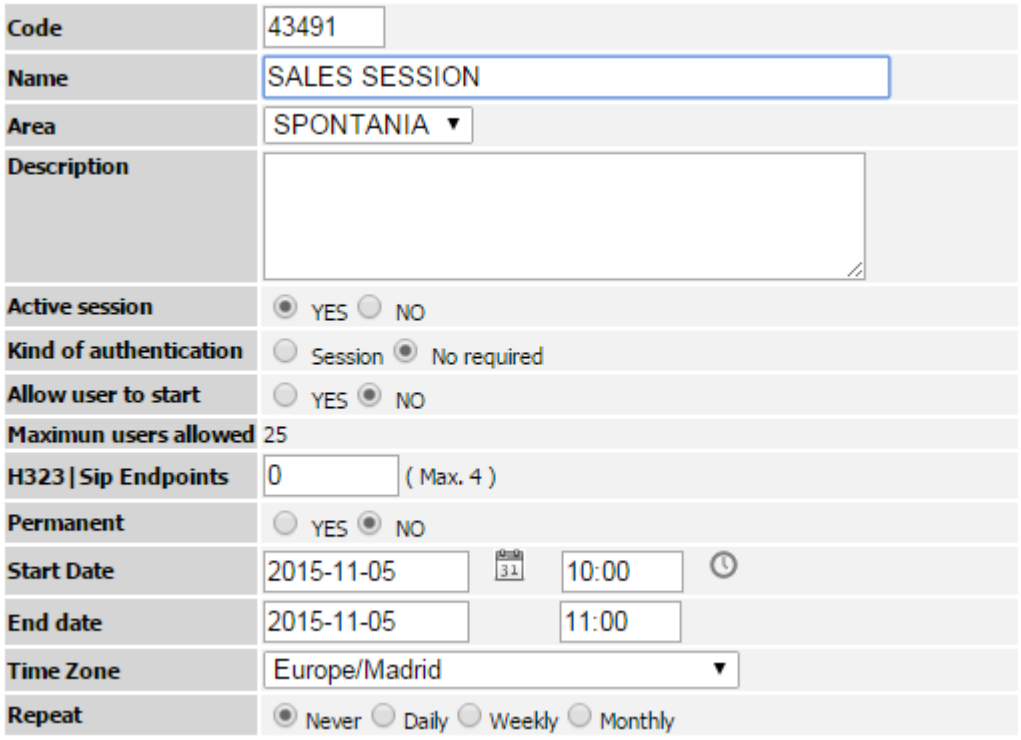
Recurrent meetings can be defined as daily, weekly or monthly. These meetings are limited in time, now extend to six months.

Once all of these values have been entered, click on “**Create**” and the session will be established. The “Sessions” screen will reappear, and the newly created session will be listed.

## MODIFY A SESSION

Clicking on a session name in the rooms' main screen enables changing the data of a specific session.

The data of a session cannot be modified if that session is in use. Such changes could produce inconsistencies in the data being stored.

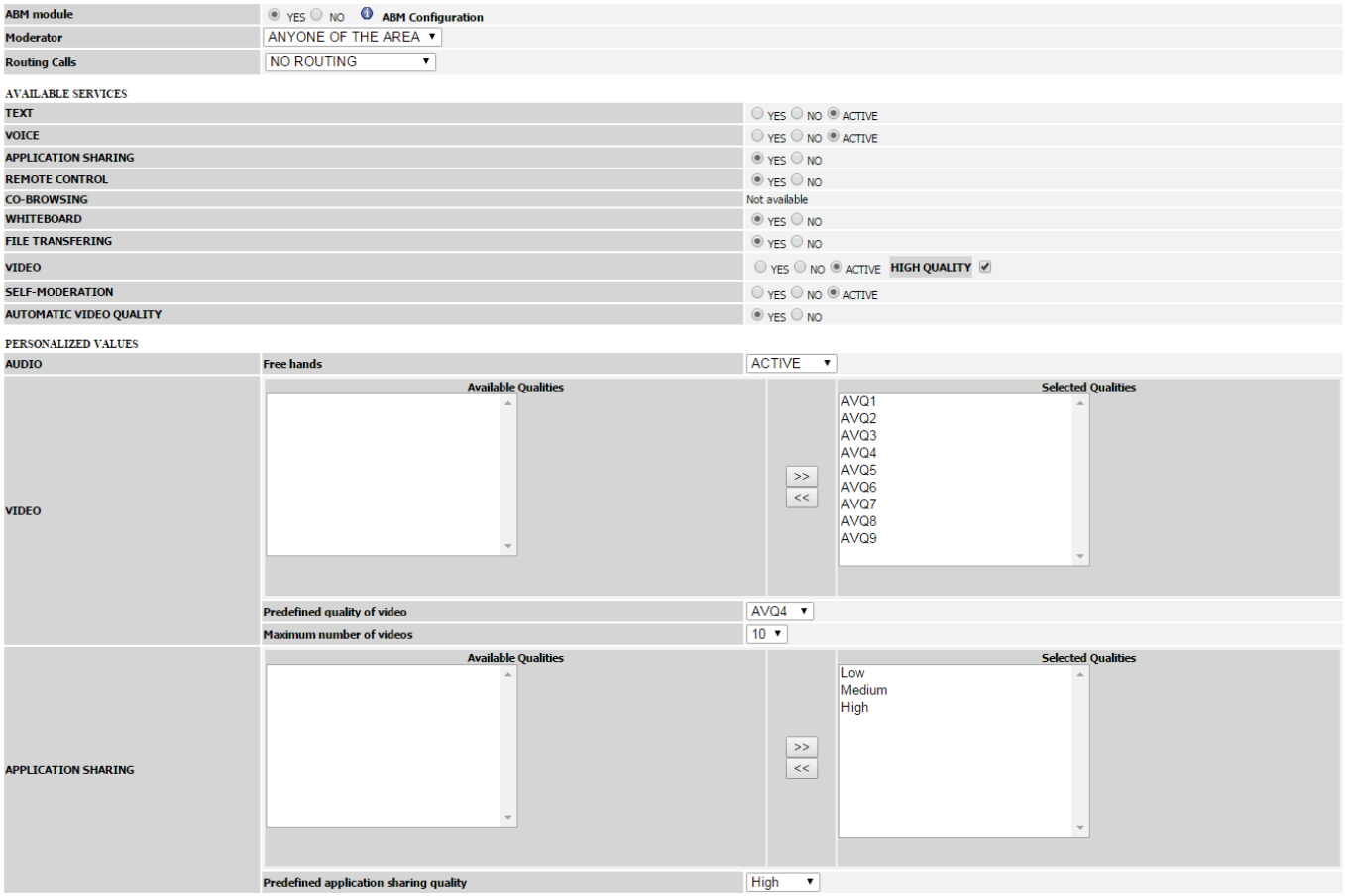



Basically the session modification process is the same as the process to create a session. As described in the section on Areas certain new values are also incorporated. When a session is created it inherits certain default values from the area to which it belongs. The modification option is only necessary if these values (those inherited and/or those established during session creation) are to be changed.

After clicking on a session name to change its data, all the information related to this session will appear. Any parameter can be modified. The session can be changed to expire or not expire and authentication can be established or deleted.

Now that the description of the first screen is complete, the second one can be described. Values inherited from the area to which the session belongs appear here and can be managed from this screen.

The definition and function of the parameters that can be changed are exactly the same as those described for the modification of areas. In addition to the data defining the session, this screen has two additional sections: Available Services and Personalized Values.




In relation to the session definition data, it is possible to change the session moderator (depending on the type of session).

This is also the time to associate the telephone number for incoming calls to the session, if this service is available. In the event that routing takes place via DTMF, the administrator will be asked to provide the DTMF code that will be requested from users in order to make the call.

The definition and function of the parameters that can be changed are exactly the same as those described for the modification of areas. In addition to the data defining the session, this screen has two additional sections: Available Services and Personalized Values

**Available Services:**

This section lists the services that can be used when the session is held. Only those services permitted within the area which the session belongs to may be modified. In other words, if only the services of text and video are available to the area which the session belongs to, then only these two services will be listed here for management or modification. In the example above, the session has inherited all services as active. Services that will not be used during the session can be selected here. The services of text, voice and video also offer a third possible status: “Active”, which ensures that the corresponding services will appear as active when the session begins, without the need to activate them manually through the user interface.

Following is a general definition of a series of values to be adopted by all users who connect to the session. However, the moderator will have the ability to modify these values during the session. The only restriction is that the maximum values established here cannot be exceeded.

**Personalized Values:**

For easier use, the section has been divided into the following sub-sections: audio, video, sharing. In the audio sub-section you can select whether or not the session begins with "Hands Free" audio. Under video, the predefined channel consumption refers to the rate sent by default when user connects to the session; number of videos refers to the maximum number of video windows that can be viewed on the user interface. In the sharing sub-section, the predefined and maximum sending qualities must also be selected.

Once all of these parameters have been entered, click on the "**Modify**" button. If all data has been entered correctly, the main "Sessions" screen will appear again with all of the changes made.

### DELETE A SESSION

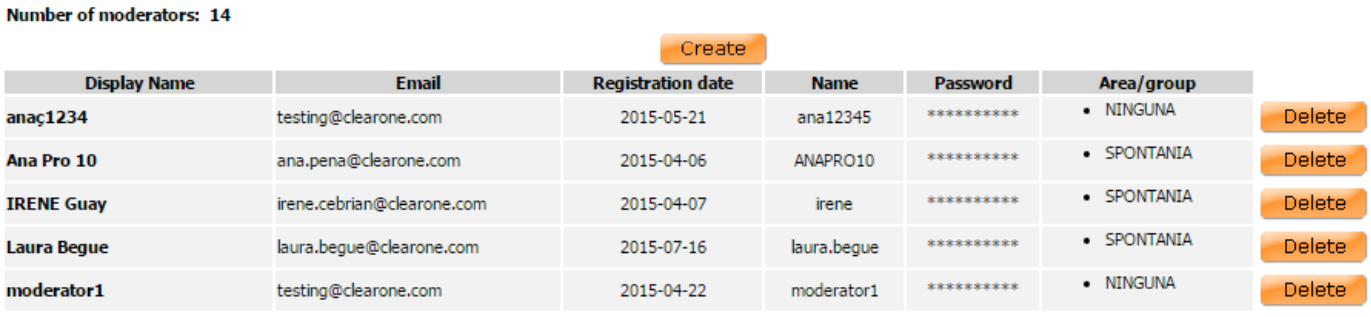
Please note that ongoing sessions cannot be deleted.

Before deleting, confirmation will be requested with the warning that all data linked to the session, such as the record of connections made, will also be deleted. Once the deletion has been confirmed, the action cannot be reversed. However, some of the data will be transferred to a Log File that can be reviewed at any time.

## "MODERATORS" OPTION

Another main section in Spontania administration is that of session moderators. Remember that a moderator cannot be created unless an area has already been created.

Once inside the "Moderators" section, a list will appear showing all the moderators that exist within the system, as shown below:




Only certain data will appear here. For further details about any moderator, click on his or her name. Note that the column entitled "Area" provides information about the area or areas over

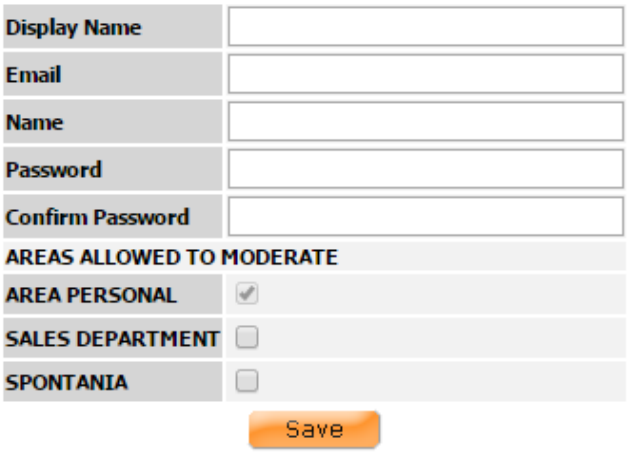
which the moderator can exercise his or her functions. There is no limit to the number of areas, so one moderator may exercise moderator functions over all areas in the system, over a single area, etc.

## CREATE A MODERATOR

To create a new moderator in the system, click on the "**Create**" button. There is a limit to the number of moderators that can be created within the system. This is dependent on the number of licenses with instant messaging and presence purchased.

Creating a new moderator will bring up a form where certain information, such as name, login, password and email will be requested. This information is mandatory and necessary for access to Spontania.

At the bottom of the form is a list of all created areas in the system. Indicate all areas over which the new moderator will be able to exercise this role. 'Area Personal' is selected by default in case personal meeting module is available.




If any information is missing, or if the user name or access information provided to create this moderator has already been assigned to another, the process will stop and the form will appear again with the option to correct the information and continue with the process or to cancel.

The restriction in the moderator form are:

- Displayed Name: maximum of 20 and strange characters are supported except '"', '&', '<', '>', '\', '+', '"' and '#'.
- Name (login): maximum of 19 and only accepts A-Z, a-z, 0-9, '.', '!', '-', '_' characters.
- Password: minimum number of supported characters is 8 and maximum is 20 and only allows a-z, A-Z, 0-9, '.', ':', '-', '_', '/', '!', '@', 'ñ', 'Ñ', 'á', 'é', 'í', 'ó', 'ú', 'Á', 'É', 'Í', 'Ó', 'Ú', 'è', 'ò', 'È', 'Ò' and '"'characters.

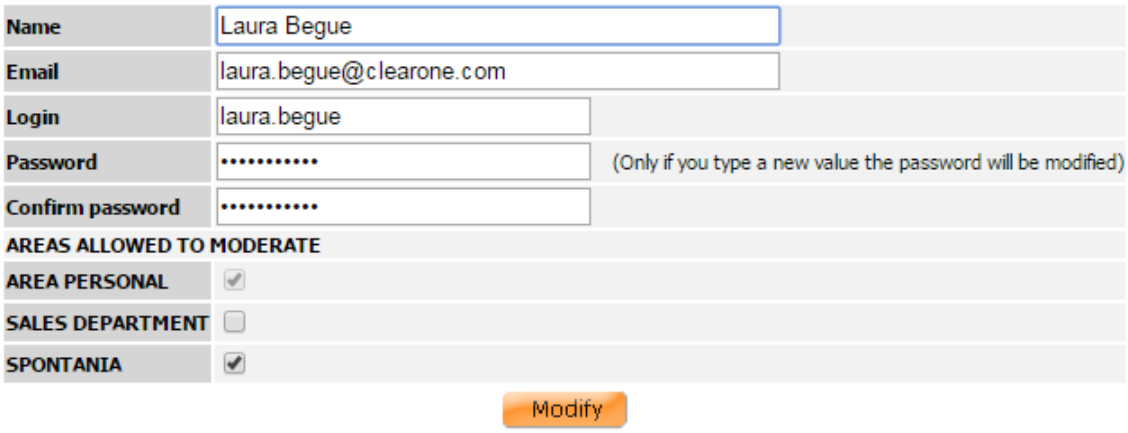
Once the moderator has been created a list of all the moderators in the system will appear to verify the addition of the new moderator and an email is sent to the defined email in the form.

Moderator becomes an IM user and will have a personal meeting associate to him/her.

## MODIFY A MODERATOR

To change any information related to a moderator click on the moderator's name under the main "Moderators" option in the menu.

A screen very similar to the one in the previous section will appear. On this screen the existing information is displayed and is ready to edit.




Once the changes have been made, click on the "**Modify**" button. In the event that incorrect information has been entered, the type of error will be listed, along with an option to correct the error and continue with the modification or cancel the modification process. In the latter case, the moderator's data will default to the values stored before the modification process began.

## DELETE A MODERATOR

Whenever a moderator is deleted the system verifies that no users are logged in. The system will still ask for confirmation before proceeding with the deletion.

The deletion of a moderator may have several implications that must be taken into consideration:

- The moderator may be assigned to an available session to which users may connect to at any time. If the moderator is deleted, this session will automatically be updated, in such a way that any moderator of the area to which the session belongs can assume the duties of moderation.

- When a moderator is deleted, the personal meeting will be deleted.

- It is important to remember that all CDRs of sessions in which said moderator intervened will also be deleted. However this information will still be available through the Log File of the main menu. Before eliminating the moderator, it is also possible to export the session to a file that can be accessed via an external application.

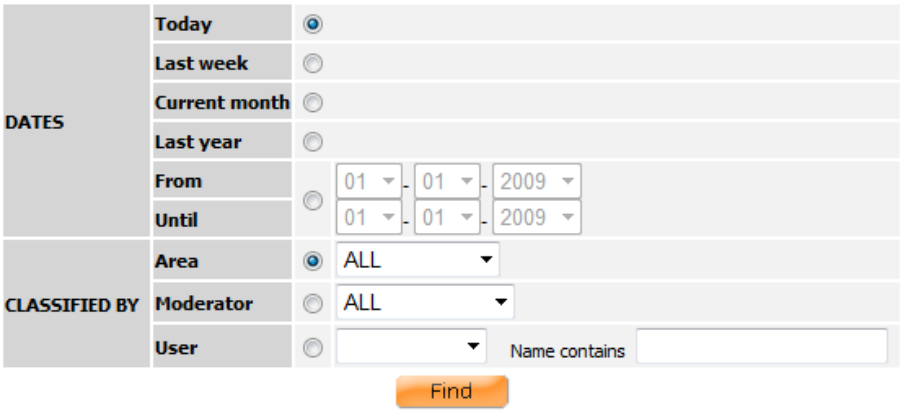
The administrator decides what to delete and what to maintain. The system will ask for verification or approval. Please note that once the deletion process has been completed it is impossible to recover the information, except for the data transferred to the Log File option.

## "CDR" OPTION

This option provides detailed information about what has occurred in a session, that is, how many and which users logged in to the session, who moderated the session, which services were used, when the session started and ended, etc.

Information displayed will only be from sessions that have ended.

The first screen to appear is a form with which to refine the CDR search. You may want to search for sessions that took place either at a certain date or in a limited range of dates, with a certain moderator, in a specific area, etc. Parameters for the search must be defined in this form.




You can select from a range of dates, as well as define the search by specifying a certain area or moderator. If selected per area, all moderators that are able to exercise the role of moderator in said area will appear. It is also possible to filter the identifier of a user logged in a session.

Regardless of the selected option, the resulting screen will show a list of CDRs (one per line) that match the search parameters provided.

As demonstrated in the illustration below, the resulting search information will include the following:

- Session name
- Administering area
- Date it took place
- Start Time
- Finish Time
- Duration
- Default Moderator and if he/she was connected
- Number of participants

| Session | Area | Date | Starting time | Ending time | Duration | Default moderator | Connect moderator | Users |
|---|---|---|---|---|---|---|---|---|
| XML SESION IM-1437475219927 | AREA IM | 2015-07-21 | 07:11:34 | 07:39:28 | 00:27:54 | IRENE Guay | WITHOUT MODERATOR | 3 |
| XML moderator7 | AREA PERSONAL | 2015-07-21 | 06:51:54 | 07:11:32 | 00:19:38 | moderator7 data web | moderator7 | 1 |
| XML moderator7 | AREA PERSONAL | 2015-07-21 | 06:50:20 | 06:51:03 | 00:00:43 | moderator7 data web | WITHOUT MODERATOR | 2 |
| XML SESION IM-1437475219927 | AREA IM | 2015-07-21 | 06:50:18 | 07:11:32 | 00:21:14 | IRENE Guay | WITHOUT MODERATOR | 3 |
| XML moderator7 | AREA PERSONAL | 2015-07-21 | 06:49:54 | 06:50:17 | 00:00:23 | moderator7 data web | WITHOUT MODERATOR | 2 |
| XML SESION IM-1437475219927 | AREA IM | 2015-07-21 | 06:49:51 | 06:50:17 | 00:00:26 | IRENE Guay | WITHOUT MODERATOR | 3 |
| XML moderator7 | AREA PERSONAL | 2015-07-21 | 06:49:43 | 06:49:50 | 00:00:07 | moderator7 data web | moderator6 | 1 |
| XML SESION IM-1437475219927 | AREA IM | 2015-07-21 | 06:49:40 | 06:49:50 | 00:00:10 | IRENE Guay | WITHOUT MODERATOR | 3 |
| XML moderator7 | AREA PERSONAL | 2015-07-21 | 06:48:57 | 06:49:39 | 00:00:42 | moderator7 data web | moderator7 | 2 |

If more detailed information about a specific CDR is required, click on the session name and a screen similar to the one shown below will appear:

| | |
|---|---|
| **SESSION** | SESION IM-1437475219927 |
| **USERS** | 4 |
| **DATE AND HOUR** | On 2015-07-21 From 06:50:18 To 07:11:32 |
| **AREA** | AREA IM |
| **MODERATOR** | IRENE Guay |
| **DOCUMENTS** | Next |

**PARTICIPANTS**

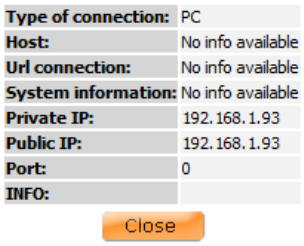
| USER DATA | | CONNECTION DATA | | | | USED SERVICES | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **NAME** | **ROL** | **CONNECTION** | **DISCONNECTION** | **TIME** | **+ INFO** | T | | | | | | |
| mini | U | 06:50:19 | 07:11:32 | 00:21:13 | | | | | | | | |
| moderator8 | U | 06:50:19 | 07:11:32 | 00:21:13 | | | | | | | | |
| moderator9 | U | 06:50:26 | 07:11:32 | 00:21:06 | | | | | | | | |
| irene | M | 06:50:18 | 07:11:32 | 00:21:14 | | | | | | | | |
| **TOTAL TIME** | | | | **01:24:46** | | | | | | | | |

**CHAT**

[2015-07-21 06:50:18] SESSION STARTED
[2015-07-21 06:50:18] Text chat service enabled for user irene
[2015-07-21 06:50:18] Voice service enabled for user irene
[2015-07-21 06:50:18] Video service enabled for user irene
[2015-07-21 06:50:18] User [irene] connected
[2015-07-21 06:50:19] Text chat service enabled for user moderator8
[2015-07-21 06:50:19] Voice service enabled for user moderator8
[2015-07-21 06:50:19] Video service enabled for user moderator8
[2015-07-21 06:50:19] User [moderator8] connected
[2015-07-21 06:50:19] Text chat service enabled for user mini
[2015-07-21 06:50:19] Voice service enabled for user mini
[2015-07-21 06:50:19] Video service enabled for user mini
[2015-07-21 06:50:19] User [mini] connected
[2015-07-21 06:50:25] Text chat service enabled for user moderator9
[2015-07-21 06:50:25] Voice service enabled for user moderator9
[2015-07-21 06:50:25] Video service enabled for user moderator9
[2015-07-21 06:50:26] User [moderator9] connected
[2015-07-21 06:50:39] Voice service disabled for user moderator8
[2015-07-21 06:50:39] Voice service disabled for user irene
[2015-07-21 06:50:39] Voice service disabled for user mini
[2015-07-21 06:50:39] Voice service disabled for user moderator9
[2015-07-21 06:53:20] User [moderator9] disconnected
[2015-07-21 06:53:20] Text chat service disabled for user moderator9
[2015-07-21 06:53:20] Video service disabled for user moderator9

As in the “Logged In” Option, the information that appears here is divided into two parts. The first includes data related to the session: name, number of participants, date and time, moderator, area to which the session belongs, etc. By clicking on the “**Next**” button, documents attached to the session can be viewed.

The second part includes information related to participating users: their connection times, connection duration, number of times they reconnected and the services used. The role that each user played within the session will appear next to his or her name, with “U” standing for user and “M” for moderator. The user names that appear here are those provided by the users when connecting to the session. Data also appears about the date and time of connection and each user’s duration in the session. Clicking on the ⓘ icon will provide further information about the user, including operating system, URL via which the connection was made, browser used, and IP address, as illustrated below:



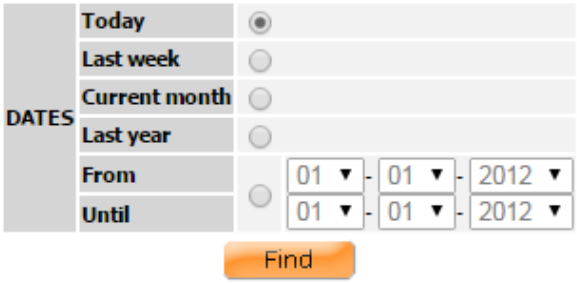

## “LOG FILE” OPTION

The “Log File” option provides information about users who have logged in to a session. The information provided here is related to sessions that have been deleted from the system.

## “STATISTICS” OPTION

This option can be used to obtain reports on participant access based on several parameters (area, moderator, session start and end dates, etc.).

The first screen to appear is a form to help refine the search for statistics. Parameters for the search must are selected in this form.




If the search for statistics covers the past week or current month, the resulting statistics will be listed showing one day per line. If the search is for statistics from the current day, results will be listed per hour.

Results are displayed as shown in the following image:

| Month | Number of sessions | Number of users | Total time | Average users per session | Average session duration |
|---|---|---|---|---|---|
| December | 5 | 9 | 04:42:28 | 1.80 | 00:56:29 |
| November | 79 | 287 | 47:02:27 | 3.63 | 00:35:43 |
| October | 47 | 158 | 11:06:03 | 3.36 | 00:14:10 |

## “DOCUMENTATION” OPTION

Information related to Spontania is available in PDF format.

# Chapter 5. IM

## IN THIS CHAPTER

Once administrator has access to the administration site. This chapter describes the following basic operations inside IM menu:

- “Logged in” option
- “Documentation” option

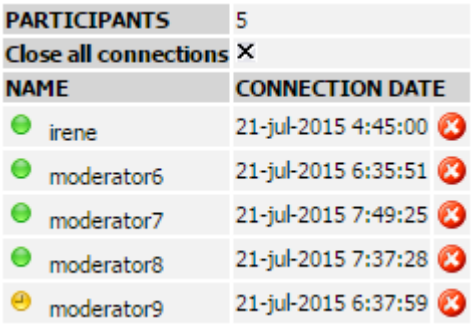
Instant Messaging is a solution that enables you to hold multiuser, bidirectional text chat sessions in real time.

The IM interfaces supports establishing a Spontania session. This service is hosted in the Spontania server.

All the Instant Messenger sessions are authenticated in order to maintain the privacy and security of the videoconference participants. Likewise all the information is encrypted with 128-bit SSL, thus providing complete security for the users.

## “LOGGED IN” OPTION

Logged In users in an IM session are listed.




In addition the administrator can close the IM session from the web administration or deactivate a user.

## “DOCUMENTATION” OPTION

Documentation related to the service is available in PDF format.

# Chapter 6. CONFIGURATION

## IN THIS CHAPTER

Once administrator has access to the administration site. This chapter describes the following basic operations inside Configuration menu just in case, PSTN integration has be configured in the Spontania platform and Spontania Gateway for PSTN access has been installed:

- “PSTN/3G Routing” option

**Note: For Spontania PRO packages, it is recommended not modifying these values.**

# Chapter 7. ADDITIONAL MODULES

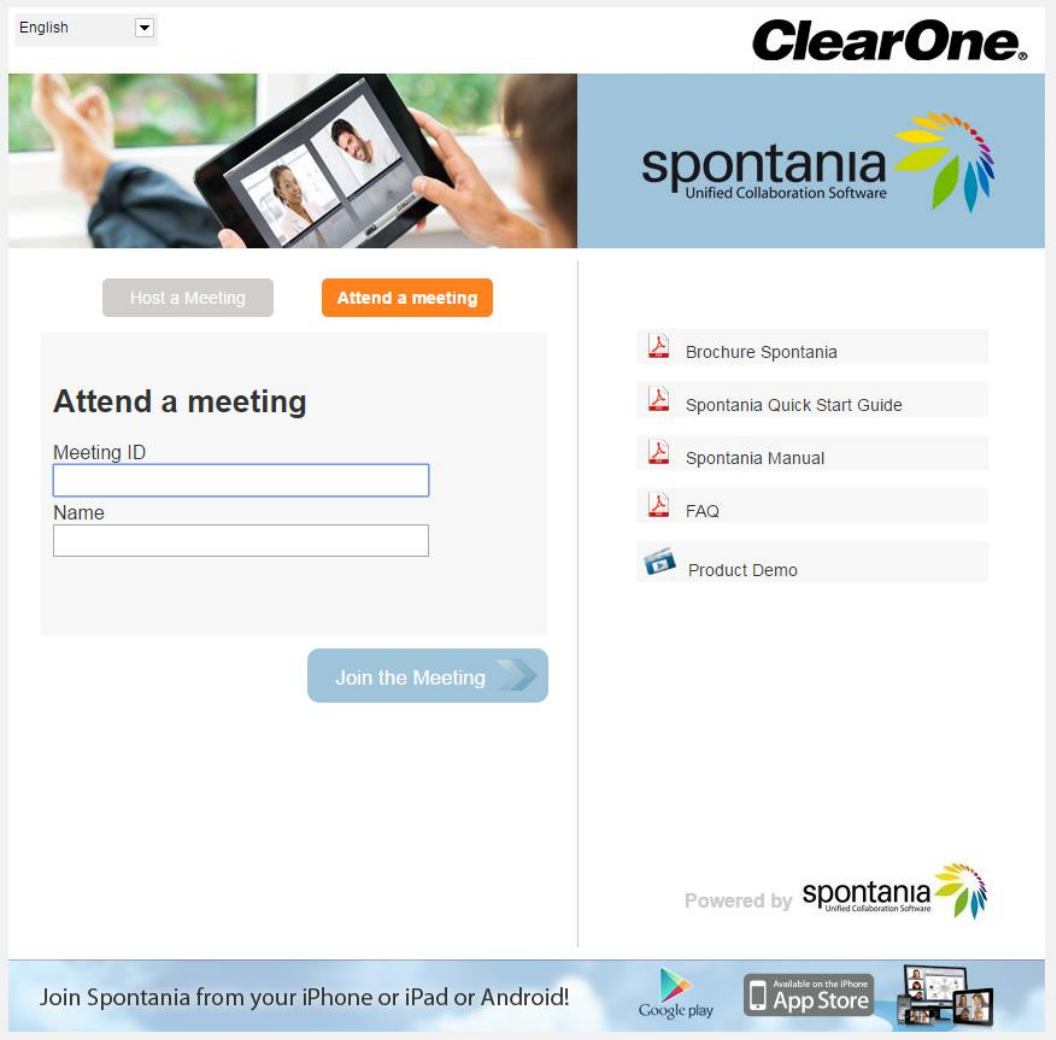
## IN THIS CHAPTER

From the administration site additional functionalities could be enable depending on the Spontania package. This chapter describes the following basic operations inside the additional modules.

- “Branding customization” option

## “BRANDING CUSTOMIZATION” OPTION

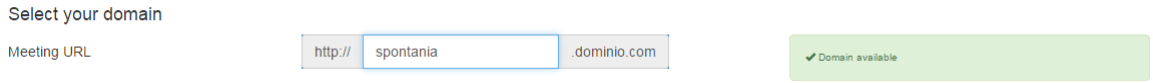
From the web administration site, it is possible to modify the look and feel of the access web page.



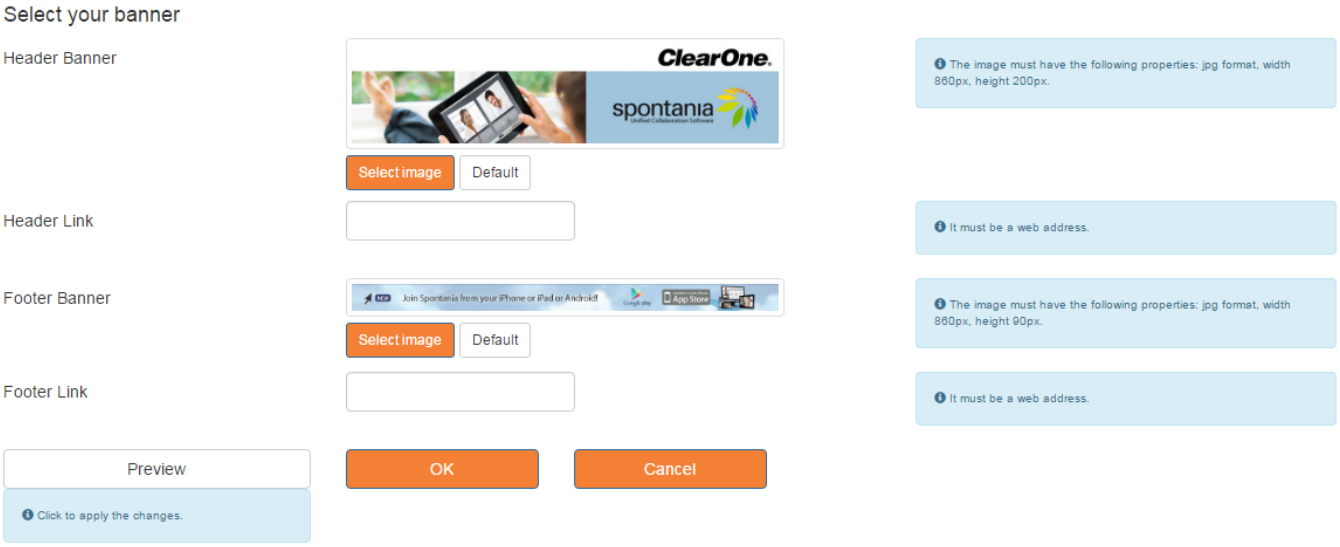

Administrator can modify the header and footer banner and their links.

The first step is mandatory to brand the access web page, it is mandatory to define a domain for the platform and a sub-domain for the entity.

Once the administrator introduces a sub-domain, in case this is available, it will get a notification




The second step is upload the images and define the links for the header and footer banner. The images must be jpg format and width 860px, height 200px for the header banner and height 90px for the footer banner.




It always be possible to return to the installation images using “Default” option.

With the “Preview” option, administrator can validate the look and feel of the access web page.