

PGi Mobile for BlackBerry User Guide

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PGi Mobile for BlackBerry

PGi Mobile for BlackBerry is an application that is downloaded onto your BlackBerry allowing you to instantly initiate and host a conference call by making a few simple clicks with your trackball. Simply choose from either your existing ReadyConference® Plus or GlobalMeet® conference numbers. To begin your conference, click on the icon from your BlackBerry applications. The device will auto-dial your number and passcode, placing you in your conference.

System Requirements


Supported Devices

Operating System: BlackBerry OS 4.2 or higher.

Devices: Curve, Tour, Bold, Storm

Finding Device Information

To find the device information for a customer's BlackBerry, have them follow the following steps:

1. Click the menu button  to bring up the menu.
2. Select the Options icon.
3. Select the About item in the list.

Installing PGI Mobile for BlackBerry

Downloading PGI Mobile

PGI Mobile 2.0 for BlackBerry can be downloaded directly over the air from the BlackBerry app store “BlackBerry App World” or from PGI’s website (to be provided soon):

1. If downloading from BlackBerry App World the customer can discover the PGI Mobile application under the “Business” or “Productivity” categories or by searching for “PGI Mobile.”
2. If downloading from PGI's Website (to be provided soon), the customer will need to enter an email address in order to receive a link to download the application.
3. The recipient of the email must click on the download URL from their BlackBerry device to install the PGI Mobile application.
4. Download the application.
5. Launch the application from the Downloads folder on the BlackBerry device.
6. Grant all required permissions to run the application.

Using the Application

Getting Started

Once the application has been downloaded and installed, it can be accessed through the BlackBerry's Downloads folder. To access the folder, click on the BlackBerry button on the device (illustrated below in the red box, Fig. 1.)

Fig.1



Fig. 2



Fig. 3



Fig. 4

Once the Downloads folder is selected, click the trackball to access the folder's content. The PGI Mobile application should be located here. (Fig. 2) You will then enter your valid login credentials

(ClientID and password) and a number for PGI Mobile to call you for meetings (Fig. 3). After clicking the **login** button, the application will search for and list conference accounts (Fig. 4)

Running a Conference

Using PGI Mobile for a meeting

Once you have successfully logged into the PGI Mobile application on your BlackBerry device, a list of conference accounts associated with your Client ID will appear.



The selected conference will be highlighted in orange. You can scroll between conferences by rolling the trackball to select the conference account to be used. Once the proper meeting is selected, you will then click the trackball to start the meeting. The application will then prompt you about your voice connection to the meeting.



The "Call Me" number will be pre-populated based on the number entered when you logged into the application. If the number entered is the number for the device, you will not have access to data regarding the conference (Participant list, active talker, etc.). To have complete control of your conferences, you will need to enter a phone number other than your BlackBerry phone number. By entering your desk phone number or any other phone number, the conference bridge will dial out to that number to bring the moderator into the call, leaving the data channel open to control the call. This will provide access to the **view everyone on the call, mute call, lock call, add participant, sub-conferencing, mute individuals** and **disconnect** options.

After you select one of the options shown by highlighting and clicking on it with the trackball, the meeting will start.

Main meeting screen

The main meeting screen on PGI Mobile for BlackBerry shows the participant list, as well as commands for controlling the call on a toolbar across the top of the screen. **This is only available if a phone number other than the BlackBerry phone number was entered in the Call Me field.**



This is the main meeting screen that you will see when controlling the call with your BlackBerry device.

Working with Participants

The PGI Mobile application gives the moderator the ability to perform various functions with participants, provided the user has a valid data connection to the conference. If the device is being used for voice as well, some of these functions will not work.



In the figure above, the top caller is speaking, causing the active talker icon to turn green. The moderator can perform individual functions with a participant by rolling the trackball to highlight the participant, as shown below, where the highlighted participant is shown in gold:



If the user clicks on a highlighted participant, the participant's profile appears. On the profile there are options to mute the line, increase volume or dismiss the participant.



Conference Controls

Conference Controls Toolbar

Across the top of the main meeting screen is a toolbar with various commands that correspond to Star Meeting Controls that are used on any PGi audio account. **It is important to note that the you can still use these commands even if you have dialed out to the BlackBerry phone number to conduct the voice portion of the conference. When dialing the BlackBerry phone number, access to the data channel is lost. The ability to see the list of participants and active talker feature will be lost, as will the ability to add participants and sub-conferencing.**



The highlighted command is shown in black. The following is a brief description of what each command does:



[Add a Participant](#) - users will use this command to dial out from the meeting to another participant.



[Hang up](#) - used to end the call.



[Lock Call](#) - used to lock the conference. *This button will toggle to "Unlock Call" after it has been selected.*



[Record Conference](#) - used to start a recording of the call. *This button will toggle to "Stop Recording" after it has been selected.*



[Mute All](#) - used to mute all lines in the call. *This button will toggle to "Unmute All" after it has been selected.*



[Initiate Sidebar](#) - used to start a sub-conference.



[Conference Volume](#) - used to control the listening and speaking volume of the call.

Adding a Participant

You may add participants using the conference controls on the device at any time during the meeting. This feature will not work when the moderator has called their BlackBerry device to conduct the audio part of the call. In order to take advantage of this functionality, you should have the application dial out to another phone number, such as your desk phone, to conduct the audio part of the call. This can be done by entering your desk phone number into the "Call Me" field.

To add a participant, highlight the **Add a Participant** button in the **Conference Control Toolbar** and click the trackball.



You can either enter a number to call, then roll the trackball to highlight the **Call** button (as shown above) or select **Choose Other Number** to look up a number from your contacts. If you do not want to dial out at this time, choose **Cancel** to be returned to the conference controls.

Hanging up the Call

You can use the **Hang Up** option to end the call or hang up your line from the call while allowing others to continue. These options are presented to you when the "Hang Up" option is selected from the **Conference Controls Toolbar** by highlighting and clicking on it with the trackball.



Selecting "End This Meeting" will drop all of the callers from the meeting, while selecting "I Want to Hang Up" will simply drop the device's connection to the meeting, while allowing others in the meeting to continue.

Locking and Unlocking a Conference

To lock a conference, select the "Lock Call" option from the Conference Controls Toolbar at the top of the screen on the device. After the icon has been highlighted, it can be selected by clicking on the trackball.



An unlocked call



A locked call

Once the option has been selected, the lock in the center of the control will be highlighted. You can unlock the call simply by selecting the icon again with the trackball and clicking on it.

Recording a Conference

You can record a call using the Record Conference control on the Conference Control Toolbar at the top of the screen on the device by selecting it using the trackball and then clicking on it. The control is a toggle, so you can deactivate a recording in the same manner.



A conference that is not recording



A conference that is being recorded

Muting the Conference

You may find the need to mute all the lines in a conference and can do so by selecting the **Mute All** button in the **Conference Controls Toolbar** and clicking on it. The control is a toggle switch and all lines can be unmuted by selecting the button again.



All lines are unmuted



All lines are muted

Initiating Sidebars

You have the option to open sub-conferences using the BlackBerry device by selecting the **Initiate Sidebar** button from the **Conference Controls Toolbar**. When this option is selected, you can select which lines to move into a sub-conference. If you have called the BlackBerry device and are using the voice channel to conduct the audio portion of the call, this option will not be available. An error message will be received stating: "**This function is not available while using your BlackBerry to conduct the audio portion of your conference.**"



Once the sub-conference is completed, it can be ended on the device by clicking on the **Initiate Sidebar** button again.


Controlling Conference Volume

If you wish to control either the listen or speaking volume for the entire conference, you can do so by selecting the **Conference Volume** button from the **Conference Control Toolbar** on the top of the device and clicking on it with the trackball.



The different controls can be selected by rolling the trackball to highlight each option (shown above with the Listen volume up control selected) and clicking on it.

Application Menu

The Application Menu is accessed by clicking on the BlackBerry button  while on the main application screen (with the conference list, shown immediately after a successful login).

The Application Menu gives you additional options for using the application. A brief explanation of each menu item is given below:



- **Start Conference** - will start a call with the selected conference.
- **Refer a Friend** - opens a blank email for the user to email a friend about the application.
- **Help** - launches a basic help screen with information on the application.
- **Select Conference** - will take you to the main application screen to select a conference.
- **Settings** - allows the user to change ClientID, Password or Call Me number.

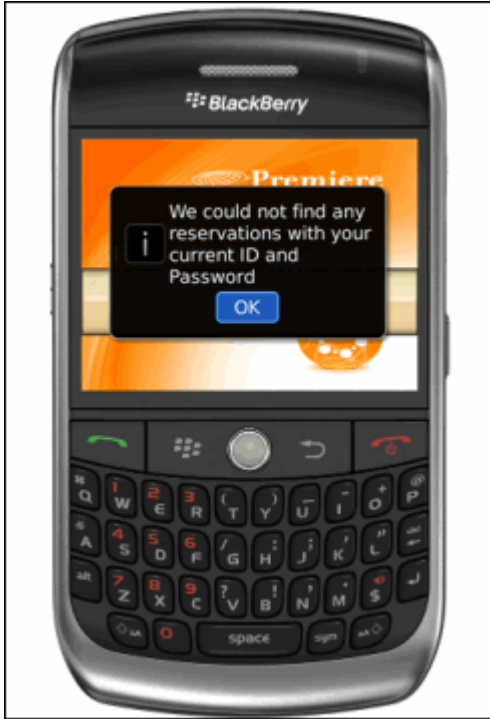
Technical Issues

PGi Mobile Application is Locked

If at any time the PGI Mobile application gets stuck in a data loop or the application locks up, press and hold the “alt” key and press the “x” key three times in a row. A text box will appear “Are you sure you want to exit this application?” Press “yes” to exit and shutdown the PGI Mobile Application.

No Reservations Found

Check to see if the Client ID or Password were entered incorrectly and that you have a wireless signal :



1. Verify you have a broadband connection. Opening a test browser window to www.google.com on the BlackBerry should confirm this.
2. Verify that you entered the correct Client ID and Password.
3. Check with IT to see if a Firewall is set on your BlackBerry Enterprise Server. If there is, you will need to have your IT department poke a hole in the firewall for the following address and port **csaxis.premconf.com on port 443**
4. Verify that the application has the proper permissions.
 - a. Click the BlackBerry Menu button (to the left of the trackball).
 - b. Select "Options"
 - c. Select "Advanced Options"
 - d. Select "Applications"
 - e. Find "premierglobal" on the list and click the trackball to select it.
 - f. Click the trackball again, then select "Edit Permissions"
 - g. If any of the main headings in settings (Connections, Interactions or User Data) is set to deny, change them to default.
 - h. Exit Settings and restart the application. It will then prompt to set permissions properly.

Conferences Missing from List

The PGi Mobile for BlackBerry application is designed to return all conferences associated with a ClientID. If an audio account does not appear on the list, check the following:

1. Verify that the device has not lost signal for the data channel.

2. Restart the application by pressing and holding the “Alt” key and pressing the “x” key three times.

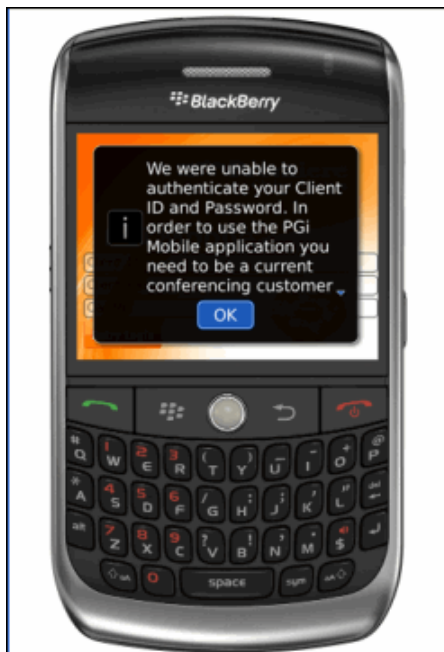
Conference List not Being Retrieved

If you exited the PGI Mobile application by hitting the backspace key on the BlackBerry device, you might experience problems getting your conference list to load the next time you use the application. If the conference list fails to load after recently using PGI Mobile, use the following steps to troubleshoot:

1. Verify that the device has not lost signal for the data channel.
2. Close and restart the PGI Mobile application on the BlackBerry device.
3. To force the PGI Mobile application to exit completely, reenter the PGI Mobile application and press and hold the “alt” key and type “xxx”. A pop up box will display “Are you sure you want to exit this application?” Click Yes.

Invalid Password Error

If you have changed your password on the PGI Meet conferencing Hub site for your ClientID, an error may occur when starting up PGI Mobile. If you see the window below press "OK", you will be prompted to enter the correct Client ID and Password before you can use the application.



In-conference issues

Conference controls stopped working after dial-out

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If you enter the conference using PGI Mobile on your BlackBerry and skip the dial out and go directly into the conference by selecting “Don’t Call / View Meeting” then attempt to dial out to the BlackBerry device, the conference controls in the application will no longer work. This is due to a limitation of the BlackBerry. You cannot use both the data and voice channels simultaneously. If you wish to conduct a call and have full access to all the controls and have the ability to view all the participants, you will need to have the PGI Mobile application bring you into the conference on another phone number other than the BlackBerry. You can conduct the call on your BlackBerry by entering your BlackBerry phone number and will still have access to most controls with the exception of “Add Participant” and “Sub-Conference.” You will not be able to view the participants and control them independently.