

Lightpath Hosted Voice

Firebar User Guide
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1. Overview

1.1 Firebar Operation

The Firebar application provides the means to rapidly establish an audio conference with a set of callers. When a call is received on a "Firebar number", the application immediately attempts to establish simultaneous calls to a pre-configured list of up to 64 contacts. As these calls are answered, they are placed into a multiway conference with the caller. Responders can also dial in to Firebar conferences that are in progress, allowing them for example to drop out of a conference on their landline, and dial back in from their cell.

A user who can manage Firebar numbers is known as a **Firebar administrator**. The administrator will need the following information:

1. The Firebar number used to initiate a Firebar call, and optionally a dial in number used by responders to join or re-join an active Firebar conference.
2. The Firebar telephone user interface (TUI) access number: 516-321-2569. Using the TUI, you can record custom announcements, which will be played during a Firebar call.
3. The URL for the Firebar Administrator Web Interface:
<https://firebar.lightpathhostedvoice.com/>
Using the Administrator Web Interface, you can configure Firebar numbers, add responders and view reports.
4. Your password to access Firebar's TUI and Administrator Web Interface.

The dial in number is used to join an active conference. If someone wants to join or re-join an active conference, they must call the dial in number then enter the dial in verification code, which you can configure in the Administrator Web Interface. It will not be possible to join the active Firebar conference by dialing the Firebar number.



1.2 Using Firebar

When a user dials a Firebar number, the Firebar service typically performs the following actions:

- The Firebar service answers the call and plays the calling party announcement, which you can configure in the Administrator Web Interface or in the TUI. The calling party announcement is repeated at regular intervals until the first responder answers the Firebar call. The default announcement is: "Attempting to locate a member of the emergency services."
- The Firebar service begins calling the responders on the contact list configured for the Firebar number. You can configure the contact list in the Administrator Web Interface. The Firebar service calls all responders as quickly as possible, typically trying all of them simultaneously.
- If a call is not connected, Firebar moves on to any uncalled responders on the contact list until all the responders have been called.
- If there is no answer for a responder, or if the responder's line is busy, the Firebar system will wait 15 seconds before attempting to call the responder again.
- If there is no answer for a responder after 3 call attempts, the Firebar service will stop trying to call the responder.
- If the Firebar caller hangs up before a responder has joined the Firebar conference, the Firebar service will stop making outbound calls and will terminate any calls to responders who have not joined the conference.
- Responders who have answered the Firebar call but who have not yet joined the conference will hear the following announcement: "The calling party has hung up. This call will be terminated." The call will then be terminated.
- If the Firebar system has attempted to call all of the responders 3 times, and none of the responders has answered, the Firebar caller will hear the following announcement: "I'm sorry, I was not able to locate a member of the emergency services."

When a responder answers a call from the Firebar service, they will hear the responder announcement, which you can configure in the Administrator Web Interface or in the TUI. The default announcement is: "I have a call for a member of the emergency services".

- Using the Administrator Web Interface, the Firebar administrator can configure whether a responder is required to confirm participation in a Firebar conference before he or she is allowed to join. Requiring that responders confirm participation helps avoid the possibility that the conference will be joined by an automatic answer-phone or by someone who is not the named contact. However, you might find it useful to deactivate the verification requirement if your responders use speakerphones with auto-answer.
- If the responder is required to confirm participation in the Firebar conference, the responder will hear the following prompt: "I have a call from a member of the emergency services. To take this call, press 1. To reject this call, press 2." The responder must



confirm participation to join the conference. If the responder rejects the call, or does not respond, the call will end.

- If the responder is not required to confirm participation, the responder will be added to the conference when the responder announcement ends.

The Firebar conference will remain active until there are no participants in the conference.

- If there is only one participant remaining, the Firebar service will play the following announcement after the single participant delay: "You are the last party in the conference. Press **1** to extend the conference or hang up to end the conference." If the participant presses **1**, the conference will be kept alive. If there is no response, the system will terminate the call.

- You can configure the length of the single participant delay in the Administrator Web Interface.

- If the Firebar caller leaves the conference, all of the participants will hear the following announcement: "The calling party has left the conference."

- When the last participant leaves the conference, any remaining call attempts in progress from the Firebar service will be terminated. If a responder has answered a Firebar call but has not yet joined the conference, they will hear the following announcement: "The calling party has hung up. This call will be terminated."

Responders can join or rejoin the Firebar conference in one of two ways:

- If your service provider has configured an optional dial in number for a given Firebar number, the dial in number is used to join an active conference initiated by the related Firebar number. Responders must call the dial in number then enter the dial in verification code, which you can configure in the Administrator Web Interface. If a responder calls the dial in number when no Firebar conference is in progress, the call will be rejected.
- It will not be possible to join the active Firebar conference by dialing the Firebar number. If the Firebar number is dialed while a Firebar conference is in progress, the Firebar service will play the following message: "This number is currently busy, please try your call again later." The call will then be rejected.

1.3 Using Firebar with other call services

It is highly recommended that you advise responders to turn off any call screening services that require the caller to respond to a prompt, for example Privacy Defender with telemarketer call screening. It is important that Firebar calls are put through to the responders without delay.

If you want to specify that an responder must manually confirm their participation when answering a Firebar call, you **must** make sure that the responder **turns off** any call screening services that require the caller to respond to a prompt. Firebar's prompt to confirm participation will conflict with the call screening prompt, so the responder's phone will not ring and the responder will not join the Firebar conference.



2. Telephone User Interface

You can use the telephone user interface (TUI) to record announcements which will be played during a Firebar call.



You can also upload recorded announcements in MP3 or WAV formats using the Administrator Web Interface

To access the TUI, you will need the following information:

- The TUI access number: 516-321-2569
- The Firebar number you want to manage
- Your password

To access the telephone user interface, dial the TUI access number:

- You are prompted for the Firebar number that you want to manage. Enter this on your telephone keypad, then press the #(pound/hash) key.
- You are then prompted for your password. Enter this on your telephone keypad, then press the #(pound/hash) key.

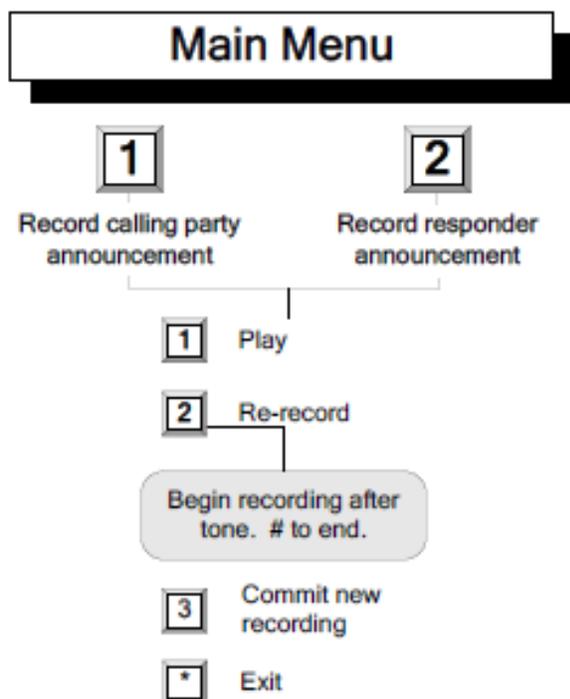


If your telephone does not have a #key, you can still use the interface. After entering the Firebar number or password, simply wait for a few seconds until the interface responds with the next prompt.

When you have logged into the TUI, you can use the menu to review or record the calling party announcement and the responder announcement.

2.1 Quick Key Reference

Figure 1. Administrative telephone navigation map



2.2 Recording Announcements

Using the TUI, you can record the following announcements:

1. Calling party announcement. This is the announcement the Firebar caller will hear when they dial the Firebar number. The calling party announcement is repeated at regular intervals until the first responder answers the Firebar call. The default announcement is: "Attempting to locate a member of the emergency services."

2. Responder announcement. This is the announcement that responders will hear when they answer a Firebar call. The default announcement is: "I have a call for a member of the emergency services".

When you have logged into the TUI, you are prompted to press **1** to record a calling party announcement or press **2** to record a responder announcement.

The following options are available in the TUI whether you select to record a calling party announcement or to record a responder announcement.

3. You will hear a confirmation of your action. You will then hear a menu of options to manage the announcement.

- To listen to the current announcement, press **1**.
 - To record a new announcement, press **2**. Wait for a tone, then speak into the telephone to make the new recording, and press the **#**(pound/hash) key when you have finished.
 - To listen to the new recording, press **1**.
 - To commit the recording that you have just made, press **3**. You will hear a confirmation of your action.
 - To cancel the change and return to the top-level menu, press *****. You will hear confirmation of your action, before returning to the top-level menu.
 - To return to the top-level menu, press *****. You will hear confirmation of your action, before returning to the top-level menu.
-



After you have made a new recording using option **2**, pressing **1** plays the new recording. However, this new recording is not used in Firebar until you press **3** to commit it and replace the previous recording. This means that you can experiment with recordings without affecting what callers or responders hear.

If you record an announcement and then hang up without pressing **3**, the announcement you have recorded will be lost.



3. Administrator Web Interface

This section explains how to use the Administrator Web Interface to configure your Firebar account.



You can also use the TUI to record announcements, as described in Chapter 2.

3.1 Accessing the Administrator Web Interface

To access the Administrator Web Interface, you will need the following information:

1. The website address (URL) of the Administrator Web Interface: <https://firebar.lightpathhostedvoice.com/>
2. The Firebar number(s) associated with your account and your password. You will need both of these to log in.

Start your web browser and enter the web address in the address bar. You may see one or more security dialogs; choose **OK** or **Yes** to accept these.

You should then see the Administrator Web Interface logon page, which asks you for the Firebar number and password. If you have multiple Firebar numbers, then you can use any one of them to log in.

Figure 2. Administrator Web Interface logon page

The screenshot shows a login form with the following elements:

- Title: **Login to Firebar**
- Field 1: **Firebar Number:** followed by a text input box.
- Field 2: **Pass Code:** followed by a text input box.
- Button: **Login**

Type the Firebar number and the password in the appropriate text boxes, then click the **Login** button.



When you type your password, the characters you type are replaced on the screen by dots. This helps to maintain the security of your account by preventing other people from seeing your password as you type it.



If you see a message saying "Account Disabled" after entering your Firebar number and password, this indicates that your access to Firebar has been suspended. Please talk to your service provider to resolve this.



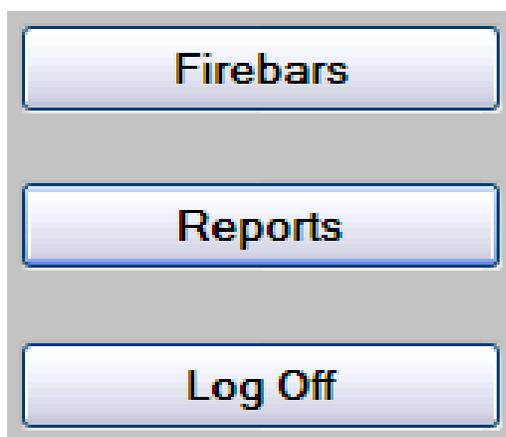
The Administrator Web Interface consists of two main pages.

- 1 The Firebars page allows you to manage Firebar numbers and associated contact lists.
- 2 The Reports page allows you to view a complete report on the activities for each Firebar number in your account.

Each page is described in more detail in the sections below.

To navigate between pages, you can use the buttons of the left hand side of the screen. The button for the currently selected page is always highlighted.

Figure 3. Administrator Web Interface options



When you first come into the interface, the **Firebars** page is displayed. This page allows you to manage Firebar numbers, as described in the following section.



For security reasons, you should always log off the Administrator Web Interface when you have finished using it. This ensures that another user cannot gain access to your conferencing facilities from your computer.

If you leave the Administrator Web Interface running for 30 minutes without using any of the controls or clicking on any button, the Firebar server logs you off automatically. This is an additional security feature, to avoid unauthorized access if you leave your computer without logging off.

3.2 Firebars

The Firebars page allows you to manage Firebar numbers. If this page is not already shown on screen, click on the **Firebars** button to display it.

Figure 4. Administrator Web Interface Firebars page

Account firebars: Password:

Name: Disable
 Firebar number:

Dial in verification code: Notification delay: secs
 Caller ID: Single participant delay: secs

Audio files

Calling party announcement:
 Emergency responder announcement:

Name	Number	Duration	Disable Forwarding	Disable Contact	Do Not Verify	
<input type="text" value="Cathy"/>	<input type="text" value="15042030499"/>	<input type="text" value="30"/> secs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/> <input type="button" value="V"/>
<input type="text" value="Brian"/>	<input type="text" value="15042030488"/>	<input type="text" value="30"/> secs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/> <input type="button" value="A"/> <input type="button" value="V"/>
<input type="text" value="Alan"/>	<input type="text" value="15042030006"/>	<input type="text" value="30"/> secs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/> <input type="button" value="A"/>

Name	Number	Duration	
<input type="text"/>	<input type="text"/>	<input type="text" value="30"/> secs	<input type="button" value="Add contact"/>

You can manage three sets of options:

1. At the top of the page, you can select the Firebar that you want to configure and the password for your account.
2. The upper panel contains configuration options for the currently selected Firebar.
3. The lower panel contains the list of responders to contact when a Firebar call is made on this Firebar number.

In the area at the top of the page, you can select the Firebar that you want to configure and the password for your account.

Figure 5. Administrator Web Interface Firebars page: selecting a Firebar and configuring your password

Account firebars: Password:



You can change the password used for accessing the TUI and the Administrator Web Interface. The password can contain 4 – 16 digits. To change the password, type the new password in the **Password** field, then click the **Save Password** button.

You can select which Firebar you want to manage. To manage a Firebar, select one from the drop-down list named **Account Firebars**. The details of the currently selected Firebar appear in the panels below. All other options and actions available in the Firebars screen, as described in the remainder of section 4.2, apply only to the currently selected Firebar.

3.3 Firebar configuration

The upper panel allows you to configure the currently selected Firebar.

Figure 6. Administrator Web Interface Firebars page: configuring a Firebar

The screenshot shows a web form for configuring a Firebar. The form is divided into several sections:

- Name:** A text input field containing "Forest Fire Response".
- Firebar number:** A text input field containing "504-203-0450".
- Disable:** A checkbox labeled "Disable" which is currently unchecked.
- Dial in verification code:** A text input field.
- Caller ID:** A dropdown menu currently set to "Firebar number".
- Notification delay:** A text input field containing "5" followed by "secs".
- Single participant delay:** A text input field containing "60" followed by "secs".
- Audio files:** A section with two rows:
 - Calling party announcement:** A text input field with a "Browse..." button.
 - Emergency responder announcement:** A text input field with a "Browse..." button.
- Buttons:** "Download" and "Delete" buttons are located to the right of the audio file fields. A "Save Firebar" button is centered at the bottom of the form.

The upper panel displays the following non-configurable information.

- **Firebar number**
- **Dial in number.** Responders can use this number to dial in to a Firebar conference already in progress.

You can edit the following options.

- **Name.** This can be any name of your choice that will enable you to identify this Firebar easily. This name can include accented / international characters.
- **Password.** The password used for accessing the TUI and the Administrator Web Interface. The password can contain 4 – 16 digits.
- **Dial in verification code.** The code that responders who are dialing in must type on their telephone keypads to access a Firebar conference already in progress. You must configure a dial in verification code to enable responders to dial in. The dial in verification code can contain 1 – 16 digits.
- **Disable.** Check this box to disable the Firebar number. If a disabled Firebar number is called, the caller will hear an error message and the call will be rejected.
- **Caller ID.** This indicates whether the Firebar service will transmit the Firebar number or the Calling Party Number on outbound Firebar calls. Responders who have telephones capable of displaying caller ID will be notified of an incoming call from the



selected number when called by the Firebar service. Select an option from the drop-down list.

- You might find it useful to select the **Firebar number** as the number to send on **Caller ID** if you want the responders on the contact list to know they are receiving a Firebar call regardless of who initiated it. In this case you should notify the respondents of the Firebar number so that they can recognize it.
- The Calling Party Number is the telephone number of the person who calls the Firebar number to initiate a Firebar call. You might find it useful to select the **Calling Party Number** as the number to send on **Caller ID** if you want the responders on the contact list to know who is calling.



If responders are subscribed to the Priority Call service, they may want to use this to provide a distinctive ring tone for Firebar calls, to distinguish them from other incoming calls. Depending on the setting of **Caller ID**, they will need to enable Priority Call either for the Firebar number or for the numbers of all those who are authorized to call the Firebar number. You should advise your responders of the number(s) that may be used as the Caller ID on Firebar calls.

- **Notification delay.** The amount of time, in seconds, the Firebar service will delay between receiving a call on the Firebar number and beginning calling the associated contact list. This delay gives callers an opportunity to cancel a Firebar call made in error. The default is 5 seconds.
- **Single participant delay.** The amount of time, in seconds, the Firebar service will allow a single responder to remain in a Firebar conference before attempting to terminate the conference. This does not apply to the Firebar caller. The service will offer a warning and a chance to extend the conference before terminating. The default is 60 seconds.
- **Audio files.** This allows you to upload audio files in MP3 or WAV formats for announcements which will be played during a Firebar call. For instructions on how to configure the announcements using the TUI, see Chapter 3, **Telephone User Interface**. To upload a file, type the file path into the text field or click on the **Browse** button and find the file in the explorer. When you have selected the file, click on the **Save Firebar** button to confirm your selection. The audio file will then be uploaded. You can upload audio files for the following announcements.
- **Calling party announcement.** This is the announcement the Firebar caller will hear when they dial the Firebar number. The calling party announcement is repeated at regular intervals until the first responder answers the Firebar call. The default announcement is: "Attempting to locate a member of the emergency services."
- **Responder announcement.** This is the announcement that responders will hear when they answer a Firebar call. The default announcement is: "I have a call for a member of the emergency services."



You can upload recordings to the server in MP3 format or in most WAV formats. If you upload a file in a WAV format that the server does not support, this file will be rejected immediately after you upload it.

- **Save Firebar.** Click on the **Save Firebar** button to save your changes.

3.4 Adding, editing and removing responders

The bottom panel displays a list of up to 64 responders. When the Firebar number is called, the Firebar service will attempt to call the configured telephone number of each responder, to join them together with the caller in a conference.

Figure 7. Administrator Web Interface Firebars page: adding, editing and removing responders

Name	Number	Duration	Disable Forwarding	Disable Contact	Do Not Verify	
<input type="text" value="Cathy"/>	<input type="text" value="15042030499"/>	<input type="text" value="30"/> secs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/> <input type="button" value="V"/>
<input type="text" value="Brian"/>	<input type="text" value="15042030488"/>	<input type="text" value="30"/> secs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/> <input type="button" value="A"/> <input type="button" value="V"/>
<input type="text" value="Alan"/>	<input type="text" value="15042030006"/>	<input type="text" value="30"/> secs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Remove"/> <input type="button" value="A"/>

Name	Number	Duration	
<input type="text"/>	<input type="text"/>	<input type="text" value="30"/> secs	<input type="button" value="Add contact"/>

Typically the order in which responders are configured is not relevant because the Firebar service will attempt to call all responders simultaneously. However, you can sort the responders on the contact list in order of priority so that, if there are insufficient resources for the Firebar service to call them all simultaneously, Firebar will prioritize calling the more important responders at the top of the list. Change the order of responders in the list by clicking on the **up** or **down** arrow buttons next to each responder.

You can add new responders to the list, or edit or remove existing responders.

To add a new responder:

- Type a **Name** and **Number** into the blank fields. The name can include accented / international characters.
- **Duration.** The amount of time, in seconds, that the Firebar service will ring this responder before terminating the call. Range: 1-3600. The default is 30 seconds. If Firebar terminates the call, Firebar will automatically attempt to call the responder again after a delay of 15 seconds.
- To confirm that you want to add the new responder, click on the **Add contact** button.



To edit an existing responder:

- Change the **Name**, **Number** or **Duration** as described above.
- **Disable forwarding.** Check this box to prevent Firebar calls to this responder from being subsequently forwarded. For example, if the responder has configured incoming calls to his or her number to be forwarded to a network voicemail service, using the **Disable forwarding** feature will override this behavior and cause the responder's phone to ring instead..
- **Disable contact.** Check this box to disable the contact. When a Firebar call is initiated, the Firebar service will not attempt to call disabled contacts.
- **Do not verify.** Check this box if you do not want the Firebar service to require the responder to confirm participation in a Firebar conference.
- Requiring that responders confirm participation helps avoid the possibility that the conference will be joined by an automatic answer-phone or by someone who is not the named contact. However, you might find it useful to deactivate the verification requirement if your responders use speakerphones with auto-answer.
- If you require a responder to confirm participation, you **must** make sure that the responder **turns off** any call screening services.
- If the responder is required to confirm participation in the Firebar conference, the responder will hear the following prompt: "To take this call press 1. Otherwise, please hang up." The responder must press 1 to join the conference. If the responder does not press 1, the prompt will be repeated three times, and then the call will be terminated.
- If the responder is not required to confirm participation, the responder will be added to the conference when the responder announcement ends.
- **Save Contacts.** Click on the **Save Contacts** button to save your changes. To remove an existing responder:
- **Remove.** Click on the **Remove** button, and then confirm the action in the dialog box. The responder will be removed immediately.

3.5 Reports

The Reports page allows you to view a complete report on the activities for each Firebar number in your account. If this page is not already shown on screen, click on the **Reports** button to display it.

Figure 8. Administrator Web Interface Reports page

[Home](#) | [Firebar calls](#)

Firebar summary report

Each month lists the total firebars followed by the calls.

 [Download summary report](#)

Firebar	Oct/09	Sep/09	Aug/09	Jul/09	Jun/09	May/09
Forest Fire Response	1 / 2	2 / 2	2 / 2	1 / 1	1 / 2	1 / 1

When you first open the Reports page, the Home screen will be selected.

3.5.1 Home screen

The Home screen displays a list of all your Firebar calls during the previous year, how many Firebar calls were made each month, and how many were completed. Completed calls are those calls where the caller connected successfully to at least one responder.

You can download all of the report data displayed in the Home screen in CSV format (compatible with Microsoft Excel). To download the CSV file, click on the **Download summary report** link above the reports panel.

To view more detailed usage statistics for a given Firebar number, click on the **Firebar calls** link, or click on the Firebar number in the table. This will display the Firebar calls screen.

3.5.2 Firebar calls screen

The Firebar calls screen provides a call report for the currently selected Firebar number. You can choose a Firebar number and view its call report by selecting the Firebar number from the **Account Firebars** drop-down list at the top of the screen.

Figure 9. Administrator Web Interface Reports page: call report

 [Download call report](#)

Date	Status	Calling Number	Caller ID	Attempts	Completions	Duration	1st Responder
2009-10-29 11:58:47 AM	Complete	anonymous	Anonymous	2	2 (100%)	00:00:50	00:00:10

You can download the call report in CSV format (compatible with Microsoft Excel) by clicking on the **Download call report** link above the reports panel.

The Firebar calls screen provides the following statistics on each call made on the currently selected Firebar number.



- **Date.** The date and time that the call was started.
- **Status.** This indicates whether the call was Complete or Incomplete.
- **Calling Number.** The calling party number.
- **Caller ID.** This is the Caller ID, if available, associated with the calling party number.
- **Attempts.** The number of attempts made to call the responders on your contact list.
- **Completions.** The number of successful call attempts to responders.
- **Duration.** The total duration of the Firebar conference.

You can click on a specific Firebar call in the table to view more detail. This will display the call detail report, which shows statistics on each action made as part of the Firebar call. This includes the initial call to the Firebar number and each subsequent outbound call made by the Firebar service to the responders on the contact list.

Figure 10. Administrator Web Interface Reports page: call detail report

Call details
[Download call detail report](#)

Start	Answered	End	Duration	Name	Dialed Number	Status
2009-10-29 11:58:47 AM	2009-10-29 11:58:47 AM	2009-10-29 11:59:27 AM	00:00:40	Anonymous	504-203-0450	Firebar
2009-10-29 11:58:53 AM	2009-10-29 11:58:56 AM	2009-10-29 11:59:37 AM	00:00:41	Brian	1-504-203-0488	Completed normally
2009-10-29 11:58:53 AM	2009-10-29 11:58:56 AM	2009-10-29 11:59:25 AM	00:00:29	Alan	1-504-203-0006	Completed normally

You can download the call detail report in CSV format (compatible with Microsoft Excel). To download the CSV file, click on the **Download call detail report** link above the reports panel.

- **Start.** The date and time that the participant initiated or responded to the Firebar call.
- **Answered.** The date and time that the participant joined the Firebar conference.
- **End.** The date and time that the participant left the Firebar conference.
- **Duration.** The amount of time that the participant spent in the Firebar conference.
- **Name.** The name of the participant, as specified in the contact list in the Firebars page.
- **Dialed number.** The telephone number of the participant. The telephone number displayed for the Firebar caller is the Firebar number.
- **Status.** Indicates whether the participant joined the Firebar conference successfully.



3.6 Log Off

The Log Off button ends your use of the Administrator Web Interface. Click on this button when you have finished using the interface.

If there is a Firebar conference in progress, logging off does not end the conference. You can log on again to continue using the Administrator Web Interface.



For security reasons, you should always log off the Administrator Web Interface when you have finished using it. This ensures that another user cannot gain access to your conferencing facilities from your computer.

If you leave the web interface running for 30 minutes without using any of the controls or clicking on any button, the Firebar server logs you off automatically. This is an additional security feature, to avoid unauthorized access if you leave your computer without logging off.

4. Information for Responders



This chapter describes how a responder accesses and uses Firebar. References to "you" in this chapter indicate a responder and not a Firebar administrator.

As a responder to be contacted as part of a Firebar call, you can join a Firebar conference by answering the Firebar call, you can leave a Firebar conference at any time, and you can dial in to an active conference.



If you are subscribed to the Priority Call service, you may want to use this to provide a distinctive ring tone for Firebar calls, to distinguish them from other incoming calls. Your Firebar administrator should provide you with details of the number(s) that may be used as the Caller ID on Firebar calls.



It is highly recommended that you turn off any call screening services that require the caller to respond to a prompt, for example Privacy Defender with telemarketer call screening. It is important that Firebar calls are put through to you without delay.

If the Firebar administrator has specified that you must manually confirm your participation when answering a Firebar call, you **must turn off** any call screening services you are subscribed to that require the caller to respond to a prompt.

Firebar's prompt to confirm participation will conflict with the call screening prompt, so your phone will not ring and you will not join the Firebar conference.

4.1 Answering a Firebar call

When you answer a Firebar call, you will hear the responder announcement. The default announcement is: "I have a call for a member of the emergency services", but the Firebar administrator might have recorded an alternative announcement.

At this point, if you are not required to confirm your participation in the conference, you will be added to the conference immediately.

If the Firebar administrator has specified that you must manually confirm your participation, then you will be prompted to confirm or to reject the call. You must confirm your participation to join the conference. If you reject the call, or if you do not respond, the call will end.

It is possible that the original caller might hang up after you have answered the Firebar call but before you have joined the conference. In this case, the call will end immediately.



4.2 Leaving a Firebar conference

You can leave a Firebar conference at any time. To leave the conference, simply hang up the phone.

You can rejoin an active Firebar conference by following the steps in the section below.

4.3 Dialing in to an active Firebar conference

You can join or rejoin an active Firebar conference by dialing in. For example, if you are currently in a Firebar conference on a landline and you need to transfer to your cell phone, leave the conference on the landline then dial in using your cell phone.

To dial in to a Firebar conference, you will need the following information, which the Firebar administrator should give to you.

1. Either the Firebar number, or the dial in number.
2. A dial in verification code.

If the Firebar administrator has given you a dial in number, this number is used to join an active conference. To join or re-join an active conference, call the dial in number then enter the dial in verification code. If you call the dial in number when no Firebar conference is in progress, your call will be rejected.

If the Firebar administrator has given you the Firebar number, the Firebar number itself is used to join an active conference. To join or re-join an active conference, call the Firebar number then enter the dial in verification code while the busy announcement is playing.



If you dial the Firebar number when no Firebar conference is in progress, you will initiate a new Firebar call. If you dial the Firebar number and you do not hear the busy announcement, hang up immediately to avoid initiating an unnecessary Firebar call.
