



## Sonexis™ ConferenceManager Release 4.1

Sonexis ConferenceManager is a premises-based, integrated audio and web conferencing system that helps enterprises improve business processes and communications while significantly reducing the cost of conferencing. The Sonexis ConferenceManager system is easy to use, enhances security of sensitive corporate information, requires low administrative overhead, and leverages existing network investments. ConferenceManager offers the following additional features and benefits.

### Audio Conferencing Features

The Sonexis ConferenceManager audio conferencing application delivers a feature-rich solution which is easy to use, is installed securely in your premises, and offers a rapid return on investment. Audio conferencing features include:

#### Phone Commands

Interactive Voice Response (IVR) prompts and DTMF commands provide on-demand audio conferencing using only the telephone. Although using the web gives you many features you do not have on the phone, you can conduct an audio conference with only a phone. Audio conferencing phone features include:

- Control from any touch-tone phone.

- Dial in using toll and/or toll-free numbers or SIP addressing.

- Recognize host ANI and auto-log into system.

- Hear list of phone features.

- Record a customized conference greeting.

- Record the audio conference.

- Announce participant entry and exit with their name, a tone, or not at all.

- Music on hold.

- Dial out to connect participants and bring them into the conference; or conduct a private conference with them, disconnect them and rejoin the conference yourself.

- Mute or un-mute your line.

- Set lecture mode for the conference.

- Raise hand.

- Hear a roll call of the number of people in the conference or the names of the conference participants.

- Lock or unlock the conference.

- Allow participants to continue talking after you disconnect for a configurable number of minutes.

Re-enter and resume control of the conference at any time without disconnecting participants.

Disconnect all participants and end the conference.

## Web Controls

The audio console provides the host with an intuitive web interface for easy, point and click management of their audio conferences. Matching web controls to phone commands provides a seamless integration with the audio conference. Audio conferencing web features include:

System dial out to host to start the conference.

Dial out to connect participants and bring them into the conference; or conduct a private conference with them, disconnect them and rejoin the conference yourself.

Access to Microsoft Outlook® or integrated address book for phone number or SIP address retrieval during dial out.

View a list and count of all participants dialed in via the phone. If random PINs are used, participants are identified by their name when they dial in. Otherwise, participants' phone numbers display if your telephony configuration supports ANI or is a VoIP configuration.

Indicator whether audio participant is also present in web conference.

Acknowledge participants that have raised their hand.

Bring select participants into a sub-conference to conduct private sidebar conversations concurrently with the main conference.

Mute, hold, or disconnect any or all participants with a single mouse click.

Place conference in lecture mode.

Record the audio conference.

View conference information and invitee list.

Send a quick invitation to additional participants during the conference.

Add web conference on the fly to an audio only conference.

One click access to the conference room.

End or exit from the conference.

## Audio Record and Playback

The Sonexis ConferenceManager offers the ability to record ad-hoc and scheduled audio conferences for later playback. Both PSTN and VoIP audio conferences can be recorded. Audio record and playback features include:

Ability to specify during scheduling whether audio portion of conference will be recorded.

Ability to start, stop, pause, and resume recording the audio portion of a conference from the phone or the audio console.

Announcement to the host and participants via the phone that the conference is being recorded.

Host notification via e-mail at the end of the conference of how to access the recording.

Ability to view in the My Conferences page whether a conference in progress is being recorded.

Display of all recorded conferences for a host in the My Conferences page.

Ability to download a recording to an external PC for playback (both host and administrator).

Ability to replay a recording from an external PC using Windows Media® Player.

Ability to delete a recording from the ConferenceManager (both host and administrator).

Administrator report to view the number of recorded audio conferences per hour of the day.

Ability for administrator to view all recorded conferences for a host.

## **Voice Quality**

ConferenceManager offers full duplex, all digital voice quality.

Echo cancellation

Background noise suppression

DTMF detection and suppression

Toll-quality, G.711 audio

## **Web Conferencing Features**

The Sonexis ConferenceManager web conferencing application adds the power of rich media to audio conferencing, enabling organizations to share ideas, files, applications, and web content for closer and more effective collaboration. The result is a comprehensive meeting room experience that's not just comparable, but often preferable to an in-person meeting. Web conferencing features include:

### **Single Conference Room Window**

All collaboration tools are contained within one window, thus avoiding having to manage multiple popup windows. The conference room provides the host with an intuitive web interface for easy, point and click management of their web conferences.

View invitee list displaying participant names and PINs, if required.

Send a quick invitation to additional participants during the conference.

View a list and count of all participants logged in. Participants are identified by their name when they log in. A baton identifies the current leader of the conference.

Indicator whether web participant is also present in audio conference.

Grant permission to participants to use annotation tools and upload documents.

Add audio conference on the fly to a web only conference.

One click access to the audio console.

End conference and select whether to save conference room.

**Conference Information and Host Picture**

Participants view conference information such as host name, subject, and Conference ID when they join the web conference to assure them that they have joined the correct conference. The host can also upload a picture, logo, or other image for display with the conference information.

**Application Sharing**

Leaders can share their desktop or any application on their PC with participants for live software demos, training, web tours, or help desk support.

The leader can demonstrate their desktop or any application to participants in a view only mode.

The leader can pass remote control of their desktop or any application to a participant.

Participants can request control of the leader's desktop or application.

The leader can automatically accept remote control requests.

Participants do not need to have the application installed on their PC in order to control it.

A participant can share their desktop or any application and allow the leader or any other participant to control it.

Application sharing automatically launches in full screen mode for participants.

The leader can stop remote control and application sharing at any time.

**Presentation/ Document Sharing**

Leaders can easily share and annotate documents over the web, including PowerPoint presentations, Excel spreadsheets, and Word documents.

Support for any document type.

All documents can be shared in full screen mode for the leader and participants.

PowerPoint presentations maintain slide transitions and animations.

All documents can be annotated.

**Follow-me Web Browsing**

Leaders can take participants on a web tour and synchronize their browsers to internal or external web pages.

**Whiteboard and Annotation Tools**

Leaders can use the interactive whiteboard to collaborate with participants on flowcharts or diagrams or to take meeting notes. Annotation tools are available for use with the whiteboard or to mark up shared documents.

**Notepad**

The host can add shared notes or minutes. The notepad can be exported to a text file and is e-mailed to the host at the end of the web conference.

**Polling and Quick Vote**

The host can instantly gain feedback from participants through polls or simple yes/no votes.

<b>Hand Raising</b>	Participants can raise their hands at any point during the web conference to get the attention of the host. The host has automatic queuing and acknowledgement capabilities.
<b>Text Chat</b>	The host and participants can chat publicly with everyone or privately to another participant or the host.
<b>Question &amp; Answer Management</b>	Participants can send questions to the host to be answered verbally or with a text answer. The host can select which questions to answer and in what order.
<b>Transfer Leadership</b>	The host can transfer leadership of the web conference to any participant at any time. The current leader can transfer leadership to a different participant or back to the host. The host retains sole access to some features, and can take back leadership at any time.
<b>Advance Conference Room Setup</b>	<p>The host can set up the conference room in advance for a smooth, uninterrupted web conference.</p> <ul style="list-style-type: none"><li>Preload documents to be viewed.</li><li>Enter welcome messages and meeting agendas.</li><li>Set up polls to be conducted.</li><li>Draw diagrams on the whiteboard.</li></ul>
<b>Synchronized Audio and Web Recording</b>	<p>The host can record ad-hoc and scheduled audio and web conferences on their PC using BB FlashBack – a screen recording product from Blueberry Consultants recommended by Sonexis. Recording features include:</p> <ul style="list-style-type: none"><li>Ability to record the host's voice only by using a microphone connected to the host's PC soundcard.</li><li>Ability to record the conference audio by connecting the host's telephone to the PC soundcard using a telephone adapter.</li><li>Ability to start, stop, pause, and resume recording the conference from the Windows taskbar.</li><li>Ability to convert the synchronized recording from native FlashBack format to Flash, AVI, or a standalone EXE for replay.</li></ul>
<b>Saved Conferences</b>	<p>The host has the option to save the conference room at the end of a web conference for their private viewing and use.</p> <ul style="list-style-type: none"><li>Revisit conference room at any time to review the materials presented, notes taken, or poll results.</li><li>Create a follow up conference using saved conference room and participant list.</li><li>Delete saved conferences.</li></ul>

## ConferenceManager Features

ConferenceManager includes valuable scheduling, notification, conferencing, and integration features that make it superior to other conferencing solutions.

### Self-Service Registration

Web-based registration with immediate provisioning allows accounts to be set up and used immediately.

User-selectable Conference ID and PIN to identify host account.

Confirmation e-mail with account details.

Desktop shortcut for easy access.

Secure host login.

### Online Account Management

Account details can be changed at any time via the web and changes take effect immediately.

Change Conference ID and/or PIN.

Administrators can set dial-out permission on a per account basis and assign department codes to accounts for easier tracking of conferencing usage.

### System Test

The host and participants can check the compatibility of their system at any time before joining a web conference. A link to the system test page is included in all e-mail invitations. If a user's configuration fails any test, instructions are provided for updating their system for a successful conferencing experience. The system test will verify:

Operating system

Web browser

ActiveX downloads

Popup blocking software

Sonexis drivers

Network configuration

Connection speed

### Conference Preferences

The host can specify default preferences for all their conferences at the account level that can be overridden for a particular conference during scheduling.

Participant authentication method – Conference ID only or Conference ID and unique PIN per participant.

Participant announcement method for audio conference – recorded name, tone, or none.

Allow the conference to continue after the host disconnects for a configurable number of minutes.

Delete the conference room or save for private access by the host after the web conference ends.

**Web-Based Scheduling**

The host can start a conference immediately or schedule a conference via the web and send e-mail invitations to participants without operator assistance. The web-based scheduling interface provides:

- User-friendly web wizard to walk host through scheduling process.

- Choice of media type – audio only, web only, or both audio and web.

- Ability to specify number of audio and/or web ports to reserve.

- Ability to view port availability by date and time.

- Ability to specify that audio conference should be recorded.

- Calendar interface to select date.

- Ability to select time zone for the conference (if other than default host time zone).

- Support for recurring conferences.

- Ability to assign a SIP address to the conference.

- Ability to assign an account code to the conference for billing purposes.

- Ability to override default conference preferences.

- Customized message for e-mail invitations.

- Optional password protection.

- Choice of random PINs for participants.

- Access to Microsoft Outlook or integrated address book for e-mail address retrieval.

- Ability to view Outlook attendee availability from wizard.

**Integrated Address Book**

Global and personal address books are available to store participant information for invitation to the conference.

- Store names, e-mail addresses, SMS addresses, phone numbers, and SIP addresses.

- Access to address books for e-mail address or SMS retrieval during web-based scheduling.

- Access to address books for phone number or SIP address retrieval during dial out from the audio console.

**Microsoft Outlook® Integration**

ConferenceManager is integrated with desktop tools such as Microsoft Outlook for scheduling and contact management. Outlook integration provides:

- Outlook add-in which allows host to schedule conferences via Outlook Calendar.

- Support for all scheduling features available via web-based scheduling like port availability, random PINs, conference password, etc.

Meeting requests sent directly from Outlook including the conference details, dial-in instructions, participant login URL, and accept/tentative/decline options.

iCalendar attachment sent with all meeting requests for non-Exchange™ recipients.

Conference appointment saved in Outlook Calendar for both host and participants.

Access to all Outlook address books for e-mail address retrieval during web-based scheduling.

Access to Outlook attendee availability during web-based scheduling.

Access to all Outlook address books for phone number retrieval during dial out from the audio console.

Support for Microsoft Outlook 98, 2000, 2002, and 2003.

### **Lotus Notes® Integration**

ConferenceManager is integrated with Lotus Notes for scheduling conferences. Notes integration provides:

Ability to schedule conferences directly from Lotus Notes calendar.

Support for all scheduling features available via web-based scheduling like port availability, random PINs, conference password, etc.

Access to all Notes address books for e-mail address retrieval during scheduling.

Ability to check schedules (free/busy time) within Notes to view attendee availability during scheduling.

Ability to attach files to meeting requests.

Meeting requests sent directly from Notes including the conference details, dial-in instructions, participant login URL, and accept/decline/tentatively accept options.

iCalendar attachment sent with all meeting requests for non-Notes recipients.

Meeting saved in Notes Calendar for both host and participants.

Support for Lotus Notes 5.0 and 6.0.

### **Port Reservations**

The Sonexis ConferenceManager reserves ports when conferences are scheduled. This guarantees that ports will be available when the conference is started and prevents overbooking of resources.

During scheduling from the web, Outlook, or Lotus Notes, the host can specify the number of audio and web ports to reserve for the conference so that availability is guaranteed. The system will verify that ports are available before scheduling the conference and will notify the host if they are not. Thus ports are never overbooked.

For ad-hoc conferences started via the web, the host can also specify how many ports to reserve.

For ad-hoc conferences started via the phone, the system automatically tries to reserve two audio ports for 15 minutes and notifies the host if ports are not available.

Scheduled conferences take precedence over ad-hoc conferences.

The system reserves the number of ports requested for the entire duration of the conference. Five minutes before the scheduled end time, the system will automatically try to extend the conference for 15 minutes and will continue to do so as long as there are ports available. If there are no ports available, the host will receive a 5-minute and a 1-minute warning before the conference is ended.

The system will always set aside one port for the host from the number of ports requested. This ensures that the host is always able to join a conference.

Participants can join a conference up to 10 minutes before the scheduled start time as long as there are ports available. If there are no ports available, participants will have to wait until the scheduled start time to join a conference.

Additional participants are allowed to join the conference if unreserved ports are available for the remaining duration of the conference.

If a conference is explicitly ended before its scheduled end time, the reserved ports will be freed up for use by other hosts.

Administrators can free up reserved ports by ending a conference in progress or canceling a scheduled conference.

## **Integrated E-mail Invitations**

The host can send advance notification to participants with all the audio and web conference details automatically included.

E-mail confirmation for host that conference is scheduled including all participant names and PINs, if required.

Integrated e-mail invitations for participants including host name, subject, date, time, duration, message, dial-in number or conference SIP address, participant login URL, Conference ID, and PIN or password, if required.

Invitations for web conferences include a link for one click access to the conference room.

Web-based e-mail invitations contain an iCalendar attachment with all the conference details to save the conference in Outlook or other calendar applications.

## **Wireless Integration**

ConferenceManager is integrated with wireless communications, including the SMS e-mail format and RIM Blackberry™ clients.

Specify recipients (wireless phones or PDAs) during web-based scheduling for notification via wireless SMS messaging.

List of most commonly used wireless providers for host to choose from.

## Conference Management

The My Conferences page provides the host a view of all their conferences in progress, scheduled conferences, saved conference rooms, and recordings for point-and-click management of conferences.

Rejoin a conference in progress.

End a conference in progress.

Set up the conference room in advance for a scheduled conference.

Start a scheduled conference.

Cancel a scheduled conference.

Modify the details of a conference in progress or scheduled conference – ports, date, time, duration, participants, account code, etc.

Start or schedule a follow-up conference based on a saved conference room.

Download a recorded audio conference for playback.

Delete a saved conference room or recorded conference.

## Security

Several security measures are employed to ensure conference access can be strictly controlled, including:

Account creation password. Administrators may password-protect the ability to set up an account for conferencing.

A unique Conference ID and PIN. As part of registration, hosts choose a unique Conference ID and PIN. Whenever they log in to modify account information, schedule, or host a conference, they are asked to provide their Conference ID and PIN for account authentication.

Dial-out permission. Dial-out permission can be enabled by the administrator on a per account basis.

Unique participant PINs. The host can select to randomly generate a unique PIN for each participant. Participants will need to know the Conference ID and their PIN in order to join the conference. Using unique PINs adds an additional level of security to the conference.

Password security. As an extra layer of security and to further protect conferences, a host can set a password for a conference. All participants will need to know this password in order to join the conference.

Invitation-only access. Only participants invited will have the information needed to join a conference – dial-in number or SIP address, URL, Conference ID, PIN, date and time of the conference, as well as the conference password, if required.

Participant list. A list of all conference participants is provided which allows the host to see who has joined the conference at all times. Participants' phone numbers display in the audio console if your telephony configuration supports ANI or is a VoIP configuration.

Participants are announced as they enter and exit the audio conference and the host can hear a roll call at any time.

Audio conferences can be “locked” shut, thereby preventing unwanted guests from entering.

If unwanted visitors dial in to the audio conference, hosts have the option to instantly disconnect them via the web.

Administrators have the option to enable HTTPS on the system for authenticated and encrypted communications between clients and the ConferenceManager. HTTPS provides SSL server authentication, SSL client authentication, and an encrypted SSL connection to ensure the security of externally accessible meetings.

### **Conference Administration and Reporting**

The fully integrated user database is accessible via web-based administration tools which provide management functions on a secure basis to an administrator, including:

User Management – view and maintain (add, change, delete) all users set up in the system and delete saved conference rooms or recordings.

Global Address Book Management – view and maintain global address book entries.

Conference Management – view and export conference history and details.

Live Conferences – view a list of current conferences with option to end conferences to free up ports.

Port Usage – view the number of ports in use and scheduled with option to cancel scheduled conferences to free up ports.

Reports – view and export conferencing statistics and usage reports.

Settings – specify password for account creation, PBX dial-out prefix, and port utilization alert level.

### **Call Detail Records (CDRs)**

Call Detail Records (CDRs) are provided in report format and may be exported in CSV format.

### **System Administration**

Administration is easy via a web-based interface that allows an administrator to manage the system remotely.

Multi-level administrator logins

Monitor system status and capacity

LCD panel for setup and status

Web-based configuration and administration

Keyboard, Video, Mouse (K/V/M) access

Support for virus protection software

Unattended install and upgrade of client software

Brand product logo, product name, and customize e-mail invitations

### **Redundancy**

Redundant system is available with RAID Level 1 disk mirroring and dual power supplies and fans. All redundant components are hot-swappable.

**Capacity and Connectivity**

ConferenceManager is designed to seamlessly integrate with your existing network infrastructure and with a variety of voice and data network environments.

PSTN audio conferencing supporting 24 to 192 ports (T1 PRI and CAS). 5 free web seats included. Can support up to 200 web seats total, with up to 100 seats per conference.

SIP and H.323 IP audio conferencing supporting 30 to 200 ports. 5 free web seats included. Can support up to 200 web seats total, with up to 100 seats per conference.

3Com NBX TAPI.WAV IP audio conferencing supporting 30 ports. 5 free web seats included. Can support up to 30 web seats total.

Web only conferencing supporting 30 to 200 web seats, with up to 100 seats per conference.

**Client Software Requirements**

The client requirements for a host are:

Microsoft Windows® 98, NT, 2000, or XP\* (\*application sharing requires Windows 2000 or XP)

Internet Explorer 5.5+

Microsoft Outlook 98, 2000, 2002, or 2003 if integrating with Outlook for scheduling or contact management

Lotus Notes 5.0 or 6.0 if integrating with Notes for scheduling

BB FlashBack if recording audio and web conferences

The client requirements for a participant are:

Microsoft Windows 98, NT, 2000, or XP

Internet Explorer 5.5+

**Regulatory Approvals**

UL 1950, CSA22.2 No. 950

FCC Part 68, IC CS03

FCC Part 15, Class A, ICES-003

**Size and Weight**

Height: 3.47 inches

Width: 16.73 inches

Depth: 25.67 inches

Weight: 54 pounds