sone**X**is

where all points meet

a Compunetix Company

Sonexis **Conference****Manager**2™

On-Premise **-** Managed Cloud **-** Hosted Concierge Solutions

SPEC SHEET

ConferenceManager™ 2

KEY FEATURES

- *Intel® R1000JP Chassis - R1304JP4OC*
- *Intel® Xeon ES-2609 v2 Quad Core™ 2.5GHz Processor*
- *4GB Fully Buffered DDR3 RAM*
- *Quad Intel® Pro/1000 EB Ethernet Ports*
- *2 Riser Slots With Intel® Adaptive Slot Technology*
- *Constellation 1TB SAS Hard Drive*
- *RAID 1 and redundant power (standard)*

MOTHERBOARD

- Intel® S1600JP4 Server Board

PROCESSOR/CACHE

CPU	• Intel® Xeon ES-2609 v2 Quad Core 2.5 GHz with 10MB Intel® Smart Cache
System Bus	• 1066MHz/1333MHz System Bus

SYSTEM MEMORY

Memory Capacity	• Eight DIMM Sockets
	• 4GB Fully Buffered DDR3 RAM
	• Dual Channel Memory Bus
Memory Type	• DDR3 Fully Buffered DIMMs

ON-BOARD DEVICES

Chipset	• Intel® C602 Chipset
IPMI	• IPM Interface v 2.0
	• Support for Intel® Remote Memory Module 4 and Local Control Panel
Network Controllers	• Quad Intel® Gigabit Ethernet
	• Supports 10BASE-T, 100BASE-TX, and 1000BASE-T, RJ-45 Input
Graphics	• Intel® Integrated Graphics

CHASSIS

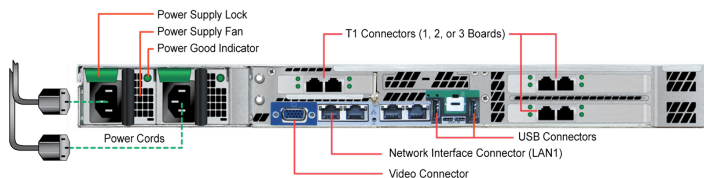|	
Form Factor	• 1U Rackmount

EXPANSION SLOTS

- 3 Riser Slots - Intel® Adapter Slot
- 3 PCI Express Buses (2x16 and 1x8)

INPUT/OUTPUT

USB	• 4 External USB Ports
Serial Ports	• 9 Pin Serial A

DRIVE BAYS

- Four 3.5" IDE Drive Bays
- (w/o CMA) 27.75" (704.8mm)
- One Optional IDE Slim Optical Drive Bay

Power Supply Lock
Power Supply Fan
Power Good Indicator
T1 Connectors (1, 2, or 3 Boards)
Power Cords
USB Connectors
Network Interface Connector (LAN1)
Video Connector

DIMENSIONS

Height	•	1.75" (44.45mm)
Width	•	(w/o Rails) 17.2" (436.8mm)
	•	(w Rails) 18.04" (458.2mm)
Depth	•	(w/o CMA) 24" (609.6mm)
	•	(w CMA) 29.25" (742.9 mm)
Gross Weight	•	25.75 lbs (11.68kg)
Color	•	Black

POWER SUPPLY

	•	450W AC Power Supplies (Dual)
AC Voltage	•	100-220V, 50/60Hz, 12 amp
DC Output	•	12V + 5V + 3.3V < 840W
Draw	•	2 amps Steady, 6.8 Max, Per Supply
Environmental	•	750 BTUs Steady, Per Supply

FRONT PANEL

Buttons	•	Power/Sleep
	•	System Reset
	•	System ID Button
LEDs	•	Power/Sleep
	•	Hard Drive Activity
	•	NIC Activity
	•	System Status
	•	System ID

SYSTEM COOLING

Fans	•	Five 80mm Blower Fans

ABOUT SONEXIS

Sonexis Technology is a global provider of unique collaboration solutions headquartered in Monroeville PA and is a wholly owned subsidiary of **Compunetix**, a world leader in collaboration platforms and solutions, with over 40 years of experience.

Unlike a traditional conferencing service where you pay-as-you go, with Sonexis you own the platform, giving you higher security and flexibility to utilize your current telephony infrastructure. The **ConferenceManager™** is telephony agnostic and scales in single port increments from 12 to 1,000 ports. Sonexis offers multiple deployment options; on-premise, or in the cloud.

ALSO FROM SONEXIS

Large Scale Audio Conferencing - SUMMIT™

CONTEX Summit™ — the industry's only Concentrated Media Processor (CMP). The **Summit™** platform combines the quality and reliability of traditional conference hardware with the scalability and flexibility of a media server.

CONTEX™ systems feature continuous real-time diagnostics, hot-swappable and self-healing system designs. You get nearly 2,000 ports per-shelf through the high-density connectivity. There is almost unlimited capacity with up to five shelves providing up to 9,600 ports in one system.

Large Scale Video MCU - EVERGREEN™

The **EVERGREEN™** family has been architected to meet the diverse videoconferencing industry needs from enterprise users, Conferencing Service Providers (CSPs), and government agencies. **EVERGREEN™** systems are carrier-class products with unsurpassed capacity and built to the company's strict military standards yet at an affordable price.

The **EVERGREEN™** family is available in three models: **Cedar™, Cypress™, and Sequoia™**

Sonexis ConferenceManager 11.0

Sonexis ConferenceManager is an in-house audio conferencing bridge that eliminates the costly pay-as-you-go fees of subscription-based services, while setting new standards for ease of use and administration, flexibility, and control. Designed to work with any existing voice or data network—and available with a fully integrated Web conferencing option—ConferenceManager has been deployed by hundreds of leading organizations with minimal cost or effort.

Audio Conferencing Features

The Sonexis ConferenceManager audio conferencing application is easy to use and administer, provides unparalleled flexibility and control, and offers a rapid return on investment. Sonexis ConferenceManager's audio conferencing features include:

Phone Commands   Interactive Voice Response (IVR) prompts and DTMF commands provide on-demand audio conferencing using only the telephone. Additional audio conference controls are available through Sonexis ConferenceManager's Web-based audio console. Sonexis ConferenceManager's phone features include:

- Control from any touch-tone phone;
- Access from toll and/or toll-free numbers (or SIP addressing);
- Audible phone feature list;
- Customizable conference greetings;
- Audio conference recording;
- Participant entry and exit announcements using names or tones;
- Music on hold;
- Dial-out to new conference participants;
- Blast Dial out to conference invitees;
- Blast Dial out to address book;
- Private conferences;
- Mute/un-mute host's or participants' lines (lecture mode);
- Disconnect participants and end call;
- Hand raising;
- Roll call, including the names or total number of conference participants;
- Conference locking/un-locking;
- Conference continuation after host disconnect;
- Promote Participant to Host;
- Request assistance;
- New conference launch.

Web Controls   Sonexis ConferenceManager's Web-based audio console provides conference hosts with an easy-to-use interface for point-and-click management of their audio conferences. Sonexis ConferenceManager's Web-based audio console offers the following features:

- Dial-out to new conference participants;

- Blast Dial-out to conference invitees;
- Blast Dial-out to address book;
- Microsoft Outlook® or integrated address book access for phone number or SIP address retrieval;
- Viewable listing (by name or phone number) and count of all conference participants;
- Visual indication of the current speaker (ActiveTalker™);
- Up to ten sub-conferences off of the main audio conference;
- Visual indication of participants' presence in the audio and/or Web portions of the conference;
- Visual hand-raise indicator;
- Mute, hold, or disconnect any or all participants;
- Lecture mode (participants can listen only);
- Audio conference recording;
- Conference information and invitee list;
- "Quick invitations" for additional participants;
- Escalation to Web conferencing from an audio-only conference;
- Conference exit and/or termination.

Audio Record and Playback

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

- Pre-specified or ad-hoc recording;
- Audio console controls for start, stop, pause, and resume;
- Audible recording acknowledgement;
- Automatic email notification of recording availability and retrieval instructions;
- Visual recording indicator (on "My Conferences" page) for in-progress conferences;
- Listing, retrieval, and deletion of all recorded conferences from "My Conferences" page;
- External PC playback using Windows Media® Player;
- Online playback from Host's My Conferences admin web portal page;
- Administrator reporting and access for all recorded audio conferences;
- AES 128 Bit encryption of all recordings.

Multi-Language	ConferenceManager offers dual language support for the complete prompt set. For each DID number defined on the system, a language choice will be available. There will be a choice for each language, a choice for the caller to choose, and a choice for the system default. Languages available (of which one or two can be active within the system) are:

- American English;
- UK English;
- Spanish.

Voice Quality	ConferenceManager offers all-digital, full-duplex, better than toll-quality G.711 audio using PSTN or VoIP with:

- Echo cancellation;
- Background noise suppression;
- DTMF detection and suppression.

Web Conferencing Features

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

Single Conference Room Window

All collaboration tools are contained within one window, eliminating multiple, hard-to-manage windows. The conference room provides hosts with an easy-to-use Web interface for point-and-click management of their Web conferences and:

- Viewable listing of all current conference participants;
- Viewable listing of invitees with names and PINs (if required);
- "Quick invitations" for additional participants;
- Visual indication of current conference leader;
- Visual indication of participants' presence in the audio and/or Web portions of the conference;
- Host-controlled access to annotation tools and document uploads;
- Escalation to audio conferencing from a Web-only conference;
- One-click access to the audio console;
- Controls for ending and saving conference room.

Conference Information and Host Picture

To ensure that participants are joining the correct conference, Sonexis ConferenceManager provides a conference welcome screen listing the host name, subject, and Conference ID. Hosts can also upload a picture, logo, or other images for display on the conference welcome page.

Application Sharing

Host and participants can share their PC desktop or specific applications for live software demos, training, Webinars, or technical support. Sonexis ConferenceManager's Application Sharing feature provides:

- View-only mode for demonstrating applications;
- Selectable remote control of host's or participants' PC desktop or applications by any member of the conference;
- Visual indication and automatic (or manual) acceptance of control requests;
- Full-screen application sharing mode;
- Support for Dual-monitors.

Document Sharing	Hosts and participants can easily share and annotate documents over the Web, including PowerPoint presentations, Excel spreadsheets, and Word documents. Sonexis ConferenceManager's document sharing features provides:

- Support for any document type;
- Full-screen mode for hosts and participants;
- Slide transition and animation support for PowerPoint presentations;
- Annotation capability for all document types;
- Keyboard page advance. (PageUp, PageDown, UpArrow, DownArrow, etc.)

Whiteboard and Annotation Tools	Hosts and participants can use the interactive whiteboard to collaborate with other conference attendees on flowcharts, diagrams, or meeting notes. Annotation tools can be used with the whiteboard or shared documents.
Notepad	Hosts can add shared notes or minutes. The notepad is exported to a text file that is automatically emailed to the host at the end of the Web conference.
Polling and Quick Vote	Hosts can instantly gain feedback from participants through anonymous polls or simple yes-no votes.
Hand Raising	Participants can "raise their hands" to gain the host's attention at any point during a Web conference. Hosts have automatic queuing and acknowledgement capabilities.
Text Chat	Hosts and participants can chat publicly (with everyone) or privately (with specific participants or the host).
Question & Answer Management	Participants can send questions to the host. Hosts can select which questions to answer and in what order.
Leadership Transfer	Hosts 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 resume control at any time.
Advance Conference Room Setup	Hosts can set up conference rooms—including pre-loaded documents, welcome messages, meeting agendas, polls, and diagrams—in advance for smooth, uninterrupted Web conferences.
Saved Conferences	Hosts have the option to save (or delete) conference rooms at the end of a Web conference for:

- Subsequent review of presented materials, meeting notes, or poll results;
- Conference room and participant list re-use for recurring meetings.

Operator Console

The Sonexis Operator Console is a new tool that allows the administrator to define someone as the go-to operator. This is widely used for investor relation or earnings calls, distance education and legal proceedings. Users can now dial *00 during any regular conference who may need help and can then speak to the operator right from the ongoing conference. Likewise, this tool allows high-touch management over important calls with the ability to:

- Support multiple operator stations;
- Manage live, scheduled and ad hoc calls;
- Drag and drop participants into upcoming or ongoing calls.

General Features

Sonexis ConferenceManager includes valuable scheduling, notification, conferencing, and integration features that make it superior to other conferencing solutions. Sonexis ConferenceManager's features include:

Online Account Management

Account details can be changed using the Web at any time with changes becoming effective immediately. Sonexis ConferenceManager provides online account management of:

- Conference IDs and host PINs;
- Dial-out permissions (administrator-controlled on a per-account basis);
- Department codes for easier tracking of conferencing usage.

System Tests

Hosts and participants can check the compatibility of their systems at any time using Sonexis ConferenceManager's system test utility. If a user's configuration fails any test, instructions are provided for updating their system. The system test verifies (for both participants and hosts):

- Operating system;
- Web browser;
- ActiveX downloads;
- Pop-up blocking software;
- Network configuration;
- Connection speed.

For hosts, the system also verifies the:

- Document Sharing print driver;
- Application Sharing driver.

Class of Service (CoS)

Sonexis ConferenceManager's "Classes of Service" (CoS) specify global account attributes. Host accounts are assigned to a specific CoS and inherit the specified privileges. The CoS options include:

- Dial-out and Blast Dial-out;
- Audio record;
- Reservations or reservation-less conferencing;
- Audio and/or Web conferencing;
- Port limits for usage and scheduling;
- Account code requirements;
- Host downloads (enable/disable);
- There is a long list of CoS settings, please reference the ConferenceManager Admin User Guide for complete details.

Conference Preferences   Hosts can specify default preferences for their conferences. While scheduling a conference, these default preferences can be overridden for any particular conference. User-specified preferences include:

- Participant authentication method (Conference ID only or Conference ID and PIN);
- Entry and exit announcement method for audio conferences (name, tone, or none);
- Conference start mode (normal or lecture);
- Blast Dial automatically on conference start or host initiated from the telephone or audio console;
- Conference room behavior before host's arrival (join/start an ad-hoc conference, talk before host joins, or hear music on hold);
- Conference continuation options (1, 5, 15, 30, 45, 60, 90, 120 or 180 minutes; until scheduled end time; and indefinitely based on available ports);
- Conference room deletion or archiving for private access by the host after the conference ends;
- Play music on hold when there's only one person in the audio conference;
- Automatically start recording all audio conferences;
- Auto Host Dialout allows a host to configure the system to automatically dialout to their phone at the start of a scheduled conference;
- Participant Dialouts to have server call desired participant phone number;
- End of conference report can be sent to host via email;
- Private Conference Names can be customized and set as a default (up to 10);
- Web conference options to allow/disallow participants to chat, quick vote, who is here, upload documents, add annotations, tab switching;
- System dial-out to host at conference start;
- System dial-out to host from 2 – 14 minutes prior to start, host preference;
- System dial-out to host when first participant arrives;
- Enable Participant dial-outs.

Web-Based Scheduling   Hosts can start conferences immediately or schedule conferences using Microsoft Outlook, Lotus Notes, or Sonexis ConferenceManager's Web interface. Sonexis ConferenceManager's Web-based scheduling interface provides:

- User-friendly scheduling wizard;
- Choice of media type (audio-only, Web-only, or both audio and Web);
- Port reservation for audio and/or web ports;
- Reservation less conference scheduling;
- Visual indication of port availability by date and time;
- Pre-scheduling of conference record function;
- Calendar interface for date selection;
- Time zone selection (to override host's default time zone);

- Recurring conference specifications;
- SIP address assignment;
- Account code designation for tracking, reporting, and billing;
- Default preferences override;
- Customized message for e-mail invitations;
- Optional password and/or PIN requirements;
- Conference password can be required via CoS and defaulted within Host preferences;
- Access to Microsoft Outlook or integrated address book for e-mail address retrieval;
- Support for iCalendar invitations;
- Microsoft Outlook attendee availability;
- Delegation Scheduling. A conference host can act on behalf of other conference hosts to create accounts and schedule meetings;
- Participant Dialout capability to provide invited attendees with a link in the email invite to initiate a dialout to their phone.

Address Book Management

Sonexis ConferenceManager provides an integrated address book to store participant information for conference invitations. Sonexis ConferenceManager's integrated address books provides:

- Storage for names, e-mail addresses, SMS addresses, phone numbers, and SIP addresses for easier Web-based scheduling and out-dialing;
- CSV file import utility for populating personal address books (hosts only).

Microsoft Outlook® Integration

To ease conference and contact management, Sonexis ConferenceManager is integrated with desktop applications such as Microsoft Outlook. Sonexis ConferenceManager's Microsoft Outlook integration provides:

- Conference scheduling via Microsoft Outlook calendar;
- Port availability and reservation;
- Reservation less conference scheduling;
- Random PIN and conference password assignments;
- Microsoft Outlook "Meeting Requests" that include conference details, dial-in instructions, participant login URL, and accept/tentative/decline options;
- iCalendar attachments for non-Microsoft Exchange™ participants;
- Microsoft Outlook calendar entries for hosts and participants;
- Access to local and global Outlook directories for email address and phone number retrieval during scheduling and out-dialing;
- Microsoft Outlook attendee availability;
- Support for Outlook Delegation Scheduling;
- Support for Microsoft Outlook 2007, 2010 and 2013 (32 & 64 bit).

Lotus Notes® Integration

To ease conference scheduling and management, Sonexis ConferenceManager is integrated with desktop applications such as Lotus Notes. Sonexis ConferenceManager's Lotus Notes integration provides:

- Ability to schedule conferences directly from Lotus Notes calendar;
- Support for all scheduling features (e.g., port availability, random PINs, and conference passwords);
- Access to all Notes address books for email address retrieval during scheduling;
- Ability to check schedules and attendee availability within Notes during scheduling;
- Lotus Notes meeting requests that include conference details, dial-in instructions, participant login URL, and accept/decline/tentatively accept options;
- iCalendar attachments for non-Lotus participants;
- Lotus Notes calendar entries for hosts and participants;
- Support for Lotus Notes 8.5, 9.x.

Reservation-less Operation

Reservation-less operation (not reserving ports) is available for both scheduled and ad-hoc conferences only. Reservation-less operation helps alleviate capacity issues resulting from over-reservation. In this mode, participants can join or start conferences prior to host's arrival.

Port Reservations

Sonexis ConferenceManager reserves ports when conferences are scheduled. Reservations guarantee that ports will be available when the conference is started and prevents potential over-booking of resources.

- During scheduling from the Web, Microsoft 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. To prevent over-booking, the system will verify that ports are available before scheduling the conference and will notify the host if they are not.
- Hosts can also reserve ports for ad-hoc conferences started using the Web interface.
- 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 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 five- and one- minute warnings before the conference is ended.
- To ensure that the host is always able to join a conference, one of the requested ports is automatically allocated to the conference host.
- Participants can join a conference up to ten minutes before the scheduled

start time as long as there are ports available. If there are no ports available, participants cannot enter the conference before the scheduled start time.

- Additional participants are allowed to join the conference if unreserved ports are available for the remainder 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 an in-progress conference or canceling a scheduled conference.
- System option to automatically disconnect single-party conferences after a specified amount of time.
- Back-to-Back Conference support. When back to back conferences are scheduled on the same host account, the host can choose whether to transition audio connections to the next scheduled conference for the host only or for the host and all participants. When a participant calls in within 15 minutes for the first conference end, they are informed of options to either join the current conference or to hang up and call back at the start of the second conference.

Automatic E-mail Invitations

Sonexis ConferenceManager automatically emails conference participants once a conference is scheduled. The email process includes:

- Confirmation to the host of the date, time, dial-in number, login URL, participants' names, password and participants' PINs (if required);
- Invitations to participants with the conference's host, subject, date, time, duration, message, dial-in number or conference SIP address, participant login URL, Conference ID, and PIN or password (if required);
- One-click access to the conference room from the email invitation;
- iCalendar invitations allows easy meeting responses from most email clients without having to open an attachment;
- iCalendar attachments with all the conference details, including host, subject, date, time, duration, message, dial-in number or conference SIP address, participant login URL, Conference ID, password, and participant PIN (if required);
- One-click option to resend email invitations to all invitees;
- When editing a scheduled conference, the host can specify whether or not to send an email with the updated conference information.

Wireless Integration

Sonexis ConferenceManager supports wireless communication, including the SMS email format:

- Selectable delivery format for automatic invitations (standard email or SMS messaging for wireless phones and PDAs);
- Selectable list of most commonly used wireless providers for easy addressing.

Conference Management

Sonexis ConferenceManager provides each host with a unique Web-based scheduling and management portal. The "My Conferences" page provides a personalized view of in-progress, scheduled, recorded, and saved conferences. From their "My Conferences" page, hosts can:

- Rejoin and end in-progress conferences;
- Set up conference rooms in advance of scheduled conferences;
- Start and cancel scheduled conferences;
- Set default conference preferences (security level, announcement type, waiting room behavior, conference room behavior before the host arrives and after the host leaves, conference room saving or deletion, and conference start mode);
- Modify the details of an in-progress or scheduled conference, including port count and type, date, time, duration, participants, account code, conference password, and PINs (if required);
- Start or schedule new conferences based on saved conference rooms;
- Download recordings of previous conferences;
- Delete a saved or recorded conference;
- Modify personal account settings;
- Download drivers and add-ins;
- Conduct client system tests;
- Access personal address books.

Security

Sonexis ConferenceManager's security measures ensure strictly controlled conference access, including:

- An account creation password to prevent unauthorized account setup;
- Unique Conference IDs and PINs to authenticate users before they can modify account information or schedule and host a conference;
- Per-account dial-out permissions that can be enabled or disabled by the system administrator;
- Limits on the number of digits that a user can enter on a dial-out to restrict international dialing;
- Unique participant PINs that can be randomly generated by the system for each conference or persistent for all conferences attended by that participant (administrator selectable). Administrative option to automatically regenerate Persistent PINS;
- Host-assigned, conference-specific passwords;
- Invitation-only access ensures that only invited participants will have the information needed to join a conference—date and time of the conference, dial-in number or SIP address, login URL, Conference ID, password, and PINs (if required);
- Viewable, dynamic participant lists show who is in the conference at all times;
- Audible entry and exit announcements (by name or tone);
- Audible roll call of conference participants by name or total count;
- Conference locking and un-locking;
- Host controls mute/un-mute, hold, and disconnect;

- Encrypted communications using SSL server and client authentication and encrypted SSL connections;
- Conference PIN expiration after a specified amount of time;
- Account lock-out after a specified number of failed login attempts;
- System option to prohibit matching conference ID and PIN;
- Configurable minimum PIN length;
- Administrative option to force users to change their PIN;
- Host and Participant PIN encryption is available using SHA-2;
- Host accounts can be set to expire after a specified period of non-use;
- Host accounts can be assigned a temporary PIN (which must be changed upon initial login);
- A minimum PIN age can now be set to prevent PINs from being changed too frequently;
- How PIN history tracking to prevent the reuse of old PINs;
- Support for 'pass through' authentication. Microsoft domain users can access the web portion of a conference without having to login in. Their Windows credentials are used to authenticate them through Microsoft Active Directory;
- SMTP connections can be configured to use SSL;
- Support for Public Key Infrastructure (PKI).

Administration and Reporting

Sonexis ConferenceManager's user database is accessible through the secure Web-based administration tools. This interface provides the system administrator with remote access to the following management functions and information:

- User additions, changes, and deletions;
- Importation of Host accounts using CSV files;
- System administrator can suppress email notifications when importing host accounts or participant PINs;
- Conference history and details;
- Viewable list of current and scheduled conferences (and port usage) with a termination option for each conference;
- Conferencing statistics and usage reports;
- Settings for account creation password, PBX dial-out prefix, and port utilization alert level;
- Configurable automatic system status report email detailing the system's license information, version and last started date/time stamp.

Conference Assistance via *00

Administrators can now specify a Customer Assistance phone number that ConferenceManager will dial out to if a host or participant dials *00 within a conference. The specified Customer Assistance phone number is to reach someone who can assist the hosts or participants in the conference. Upon answering the call, the Customer Assistance person will hear information from

the system describing the conference requesting assistance.

- Customer Assistance Operator can access a specialized Audio Console to manage the conference requesting assistance.
- A new class of service option has been added to allow or prevent users from utilizing this new feature within their conferences.

Call Detail Records (CDRs)

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

System Administration

Administration can be performed easily and remotely using Sonexis ConferenceManager's Web-based interface. The interface provides:

- Multi-level administrator logins;
- System status and capacity monitors;
- Web-based configuration and administration;
- K/V/M access;
- Virus protection software support;
- Customizable product logo and name;
- Tenant account creation and management;
- Host account creation, modification, and deletion through Microsoft Active Directory. (Synchronization can be launched by system and conference administrators.)

Capacity and Connectivity

Sonexis ConferenceManager is designed to seamlessly integrate with your existing voice and data network infrastructure and supports:

- PSTN audio conferencing: 12 to 960 ports (T1 PRI and CAS), with up to 200 ports per conference;
- SIP VoIP audio conferencing: 12 to 1,000 ports (H.323 supporting 12 to 200 ports), with up to 200 ports per conference;
- Web conferencing: 5 to 1,000 Web seats, with up to 200 seats per conference;
- Dual Network Interface Card (NIC) configuration for isolating audio and Web traffic.

Client Software Requirements

Host client requirements:

- Microsoft Windows Vista, Windows 7, Windows 8/8.1 (application sharing requires Windows Vista, Windows 7 or Windows 8/8.1);
- MAC O/S version X (or later);
- Internet Explorer 8.0 (or later);
- Firefox 2.0.20 and higher and Google Chrome on Windows;
- Optional: Microsoft Outlook 2007, 2010 and 2013 (if integrating with Outlook for conference scheduling or contact management, 32 & 64 bit);

- Optional: Lotus Notes 8.5, 9.x (if integrating with Notes for conference scheduling);
- 32 or 64 bit hardware platform.

Participant client requirements:

- Microsoft Windows Vista, or Windows 7, Windows 8/8.1 (32 or 64 bit platforms);
- Internet Explorer 8.0 (or later);
- Firefox 2.0.20 and higher and Google Chrome on Windows, MAC, Linux platforms.

Emergency Conferencing

ConferenceManager Emergency Conferencing uses Blast Dial and other features to quickly connect first responders in an audio conference.

In the event of an emergency it is critically important to get a group of emergency responders together on a conference call as quickly as possible with minimal effort.   When an emergency occurs the first responder dials an emergency number, this creates a conference and triggers a blast dial-out to other members of the response team.   When each team member is called they are prompted to join the emergency conference in progress. Emergency Conferencing provides:

- Automatic Blast Dial-out simultaneously to a list of emergency personnel;
- Unlimited number of emergency groups;
- Up to 3 phone numbers per person;
- Phone number mapping to an emergency group, requiring no user input to initiate an emergency conference;
- Blast Dial-out when first person dials in based on dialed number, no additional user input required;
- Detailed call records of all emergency conferences;
- Ability to configure retries for the configured phone numbers.

Dimensions

- Server: 1U
- Height: 1.75 inches
- Width: 18.04 inches
- Depth: 29.25 inches
- Weight: 25.75 pounds

Sonexis Customer Support Programs

Sonexis ConferenceManager, our leading in-house audio and Web conferencing solution, is setting new standards for cost-savings, ease-of-use, and control. Sonexis Customer Care is also setting new standards by delivering comprehensive support programs with unmatched levels of responsiveness, expertise, and personal involvement. When you make your investment in Sonexis ConferenceManager, our entire organization is committed to ensuring your success and maximizing your return.

SUPPORT SERVICES AGREEMENT

Sonexis ConferenceManager comes with a standard one-year warranty that ensures you will get the product you purchased. If anything, hardware or software, fails to perform as documented, you are covered. Sonexis will repair—or replace—your ConferenceManager at no cost to you.

For a fraction of the cost of typical maintenance plans, Sonexis offers a Support Services program that enhances your investment in Sonexis ConferenceManager. Available for 12-, 24-, or 36-month periods, Sonexis Support Services Agreement provides:

- Continuation of our hardware warranty coverage for the term of the Support Services Agreement

- Advance hardware replacement

- Our exclusive software subscription service that provides you with no-cost access to our latest software releases

- Access to our Customer Care hotline where you can reach trained support technicians by name, ensuring a consistent experience and the fastest resolution to your issues
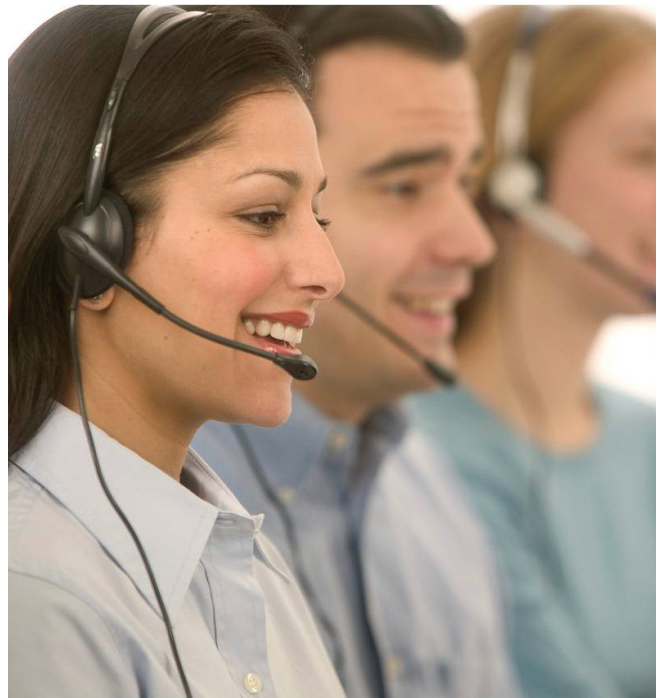
- Access to our online Customer Care Center with the latest documentation, support requests, and software downloads

- Remote training classes for end-users and administrators after major software upgrades

TRAINING

Sonexis knows how important early success can be to the overall value of a project. So, we offer on-site and remote training to ensure quick, positive results for your end-users and administrators.

Host Training: Sonexis Customer Care professionals lead up to three host trainings within thirty days of ConferenceManager's installation to get your end-users productive quickly. To conduct the trainings, we use your Sonexis ConferenceManager to give your users a thorough introduction to the system's capabilities as you have configured it.

Administrator Training: Sonexis Customer Care professionals perform up to two administrator trainings within thirty days of ConferenceManager's installation to ensure your staff's ability to run the system efficiently. The administrator training is conducted on your Sonexis ConferenceManager to aid your identification and resolution of issues early in the process.

Materials: Sonexis provides documentation for reuse within your company. After an initial "train the trainer" session, you will have all the tools necessary to handle further training within your organization.

DISASTER RECOVERY SERVICES

To add appeal to the already compelling Sonexis story, we offer a unique disaster recovery solution for ConferenceManager owners. With a predetermined frequency, we will mirror our customers' data on a bridge in our co-location facility. In the event you experience a network outage or major disaster, you can seamlessly redirect your traffic to our facility and maintain your full conferencing capability without disruption. Imagine the peace you'll enjoy knowing that critical communications infrastructure will always be available.

TECHNICAL SUPPORT

Sonexis understands the urgency with which your conferencing system issues need to be addressed. Unlike so many technology companies today, we take ownership of your issues and do not stop until they are resolved. At Sonexis we provide two avenues to expedite your access to necessary support:

Customer Care Hotline: Sonexis Customer Care professionals are available to take your call live from 8:00 AM to 8:00 PM EST. Our Customer Care professionals remain available 24 hours a day, seven days a week for emergency issues. And, unlike other technical support teams you can ask for one of our Customer Care professionals by name, eliminating lost time rehashing history and expediting your resolution.

Online Customer Care Center: Sonexis Customer Care Center provides a wealth of information to give you another path to quick answers. Product manuals, documentation, training, and software updates are easily found on our password-protected Customer Care Center.

Sonexis is ready to impress you with our comprehensive customer support programs. We are committed to your success with a recognized Customer Care team that strives to ensure that your experience with our products is second to none.