

## Sonexis ConferenceManager 8.0

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);
- Automatic host log-in using host's ANI;
- 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;
- 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;
- 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:

- System dial-out to host at conference start;
- Dial-out to new conference participants;
- 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 (up to ten) off of the main audio conference;
- Visual indication of the 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;
- Administrator reporting and access for all recorded audio conferences.

#### **Voice Quality**

ConferenceManager offers all-digital, full-duplex, toll-quality G.711 audio 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:

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|--|---|
| <b>Single Conference Room Window</b>           | <p>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:</p> <ul style="list-style-type: none"> <li>• Viewable listing of all current conference participants;</li> <li>• Viewable listing of invitees with names and PINs (if required);</li> <li>• "Quick invitations" for additional participants;</li> <li>• Visual indication of current conference leader;</li> <li>• Visual indication of participants' presence in the audio and/or Web portions of the conference;</li> <li>• Host-controlled access to annotation tools and document uploads;</li> <li>• Escalation to audio conferencing from an Web-only conference;</li> <li>• One-click access to the audio console;</li> <li>• Controls for ending and saving conference room.</li> </ul> |
| <b>Conference Information and Host Picture</b> | <p>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.</p>   |
| <b>Application Sharing</b>                     | <p>Host and participants can share their PC desktop or specific applications for live software demos, training, Web tours, or technical support. Sonexis ConferenceManager's Application Sharing feature provides:</p> <ul style="list-style-type: none"> <li>• View-only mode for demonstrating applications;</li> <li>• Selectable remote control of host's or participants' PC desktop or applications by any member of the conference;</li> <li>• Visual indication and automatic (or manual) acceptance of control requests;</li> <li>• Full-screen application sharing mode.</li> </ul>   |
| <b>Document Sharing</b>                        | <p>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:</p> <ul style="list-style-type: none"> <li>• Support for any document type;</li> <li>• Full-screen mode for hosts and participants;</li> <li>• Slide transition and animation support for PowerPoint presentations;</li> </ul>  |

- Annotation capability for all document types.

<b>Follow-me Web Browsing</b>	Hosts and participants can take conference attendees on a synchronized tour of the World Wide Web.
<b>Whiteboard and Annotation Tools</b>	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 to mark-up shared documents.
<b>Notepad</b>	Hosts can add shared notes or minutes. The notepad can be exported to a text file that is automatically emailed to the host at the end of the Web conference.
<b>Polling and Quick Vote</b>	Hosts can instantly gain feedback from participants through anonymous polls or simple yes-no votes.
<b>Hand Raising</b>	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.
<b>Text Chat</b>	Hosts and participants can chat publicly (with everyone) or privately (with specific participants or the host).
<b>Question &amp; Answer Management</b>	Participants can send questions to the host. Hosts can select which questions to answer and in what order.
<b>Leadership Transfer</b>	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.
<b>Advance Conference Room Setup</b>	Hosts can set up conference rooms—including pre-loaded documents, welcome messages, meeting agendas, polls, and diagrams—in advance for smooth, uninterrupted Web conferences.
<b>Saved Conferences</b>	Hosts have the option to save (or delete) conference rooms at the end of a Web conference for: <ul style="list-style-type: none"> <li>• Subsequent review of presented materials, meeting notes, or poll results;</li> <li>• Conference room and participant list re-use for recurring meetings.</li> </ul>

## 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:

**Self-Service Registration** Web-based registration with instant provisioning allows accounts to be set up and used immediately. Sonexis ConferenceManager's self-service registration provides:

- User-selectable Conference IDs and PINs for hosts accounts;
- Confirmation e-mails with complete account details;
- Desktop shortcuts for easy access;
- Secure host login.

**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;
- 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).

#### **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)
- 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 (15, 30, 45, or 60 minutes; until scheduled end time; and indefinitely);
- Conference room deletion or archiving for private access by the host after the conference ends.

#### **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;
- 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;
- Access to Microsoft Outlook or integrated address book for e-mail address retrieval.
- Microsoft Outlook attendee availability.

**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;
- Support for Reservation-less/Class of Service changes;
- Port availability and reservation;
- 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 Microsoft Outlook 2000, 2002, 2003, and 2007.

**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 5.0, 6.0, 6.1, and 7.0.

**Reservation-less Operation**

Reservation-less operation (not reserving ports) is available for ad-hoc conferences only. In reservation-less mode, conferences can be scheduled, but ports remain available in the general pool until participants actually join the conference. 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.

**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 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).

#### **Wireless Integration**

Sonexis ConferenceManager supports wireless communication, including the SMS email format and RIM Blackberry™ clients, and features:

- 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;
- 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);
- 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.

#### **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;
- 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.

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

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

#### **Multi-Tenant**

Sonexis ConferenceManager's Multi-Tenant feature allows system partitioning into multiple, logical groups of users. Sonexis ConferenceManager's Multi-Tenant feature supports up to 100 tenant accounts and provides each tenant with:

- An account-specific view of the system;
- A branded user interface;

- A global address book;
- Tenant-specific “Classes of Service;”
- Separate administration;
- Customized email invitations;
- Unique Automatic Number Identification (ANI), Direct Inward Dial (DID) number, conference dial-in number, and login URL;
- Reports.

In addition, Sonexis ConferenceManager’s Multi-Tenant feature allows a separate conference administrator for each tenant account. Tenant conference administrators can:

- Manage tenant-specific host accounts;
- Apply tenant branding;
- Customize email invitations;
- Import tenant-specific host information and address book entries;
- View account-specific conference activity and reports;
- Manage account-specific settings.

### **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 384 ports (T1 PRI and CAS), with up to 200 ports per conference;
- SIP VoIP audio conferencing: 12 to 400 ports (H.323 supporting 12 to 200 ports), with up to 200 ports per conference;
- Web conferencing: 12 to 400 Web seats, with up to 100 seats per conference;
- Dual Network Interface Card (NIC) configuration for isolating audio and Web

traffic.

**Client Software Requirements**

Host client requirements:

- Microsoft Windows® NT, 2000, XP or Vista (application sharing requires Windows 2000, XP, or Vista)
- Internet Explorer 5.5 (or later)
- Optional: Microsoft Outlook 2000, 2002, 2003, and 2007 (if integrating with Outlook for conference scheduling or contact management)
- Optional: Lotus Notes 5.0, 6.0, or 6.1 (if integrating with Notes for conference scheduling)

Participant client requirements:

- Microsoft Windows NT, 2000, XP, or Vista
- Internet Explorer 5.5 (or later)

**Regulatory Approvals**

- UL 1950, CSA22.2 No. 950
- FCC Part 68, IC CS03
- FCC Part 15, Class A, ICES-003

**Dimensions**

- Height: 3.47 inches
- Width: 16.73 inches
- Depth: 25.67 inches
- Weight: 54.00 pounds

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