

compunetix
the technology of cooperation

Product Overview

ConferenceManager™ 2

Version 12.0

Compunetix, Inc.



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SONEXIS CONFERENCEMANAGER2 12.0

Sonexis ConferenceManager2 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 ConferenceManager2 audio conferencing application is easy to use and administer, provides unparalleled flexibility and control, and offers a rapid return on investment. Sonexis ConferenceManager2'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 ConferenceManager2's Web-based audio console.

Sonexis ConferenceManager2's phone features include:

- Control from any touch-tone phone;
- Access from toll and/or toll-free numbers (or SIP addressing);
- Limit Long Distance Dialing by country code;
- 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;
- Hosts and/or participants able to navigate private conferences using keypad;

- 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.
- Leave and re-enter conferences without hanging up.

Web Controls

Sonexis ConferenceManager2's Web-based audio console provides conference hosts with an easy-to-use interface for point-and-click management of their audio conferences. Sonexis ConferenceManager2'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.

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- Conference exit and/or termination.

Audio + Web Record & Playback

Sonexis ConferenceManager2 offers the ability to record ad-hoc and scheduled audio and web conferences simultaneously. Both PSTN and VoIP audio conferences can be recorded. Audio and web 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;
- Ability to assign expiration to recordings for space management
- 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 + web conferences;
- Recording management and Sys Admin manual recording management
- AES 128 Bit encryption of all recordings.

Multi-Language

ConferenceManager2 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

ConferenceManager2 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 ConferenceManager2'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 ConferenceManager2'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 ConferenceManager2 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.

HD Video

Available for ConferenceManager2 with licensed web seats. Supports up to 5 Webcams at any time per conference with multiple viewing modes and various Host Controls:

- Enable/Disable Webcam publishing for participants;
- Primary Webcam selection and delegates view/layout;
- Unpublish specific participant webcam;
- Lock published webcams.

Application Sharing

Host and participants can share their PC desktop or specific applications for live software demos, training, Webinars, or technical support. Sonexis ConferenceManager2'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 ConferenceManager2'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	<p>Hosts and participants can chat publicly (with everyone) or privately (with specific participants or the host).</p> <ul style="list-style-type: none">• Ability to move chat window from the web to the audio console or to its own individual window.
Question & Answer Management	<p>Participants can send questions to the host. Hosts can select which questions to answer and in what order.</p>
Leadership Transfer	<p>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.</p>
Advance Conference Room Setup	<p>Hosts can set up conference rooms—including pre-loaded documents, welcome messages, meeting agendas, polls, and diagrams—in advance for smooth, uninterrupted Web conferences.</p>
Saved Conferences	<p>Hosts have the option to save (or delete) conference rooms at the end of a Web conference for:</p> <ul style="list-style-type: none">• Subsequent review of presented materials, meeting notes, or poll results;• Conference room and participant list re-use for recurring meetings.
Operator Console	<p>The Sonexis Operator Console is a 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:</p> <ul style="list-style-type: none">• Support multiple operator stations;• Manage live, scheduled and ad hoc calls;• Drag and drop participants into upcoming or ongoing calls;• Hold Timeout Alerts, triggered when a caller is on hold for more than 120 seconds (or whichever amount of time configured on the System/Operator Console page);• Operator can perform single out dial from host account;

- Easy access to last 10 unique dialed Participants and Conference Labels used;
- Operator can pin/unpin conference views to keep displayed at all times;
- New “End” button added to conference panel control, allowing Operator to disconnect all callers;
- Sys Admin can allow “New Account” button giving Operators the ability to create new host account;
- Request Assistance (*00) command can be canceled by participant dialing “##”

General Features

Sonexis ConferenceManager2 includes valuable scheduling, notification, conferencing, and integration features that make it superior to other conferencing solutions. Sonexis ConferenceManager2's features include:

Online Account Management

Account details can be changed using the Web at any time with changes becoming effective immediately. Sonexis ConferenceManager2 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 ConferenceManager2'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 ConferenceManager2'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);
- Delegation of select accounts for scheduling and other purposes;
- Ability to assign zones to specific CoS or individual servers;
- There is a long list of CoS settings, please reference the ConferenceManager2 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 ConferenceManager2's Web interface. Sonexis ConferenceManager2'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 ConferenceManager2 provides an integrated address book to store participant information for conference invitations. Sonexis ConferenceManager2'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 address books (hosts and global);
- Ability to export global address book available for Sys Admin.

Microsoft Outlook® Integration

To ease conference and contact management, Sonexis ConferenceManager2 is integrated with desktop applications such as Microsoft Outlook. Sonexis ConferenceManager2's Microsoft Outlook integration provides:

- Conference scheduling via Microsoft Outlook calendar;
- Single button for scheduling an Audio + Web conference;
- Port availability and reservation;
- Reservationless conference scheduling mode as default;
- 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).

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 ConferenceManager2 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 ConferenceManager2 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 ConferenceManager2 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 ConferenceManager2 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 ConferenceManager2'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 ConferenceManager2'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.
- Automated report delivery for System Connection and Conference Reports (option added to "Reports" menu.)

Conference Assistance via *00

Administrators can now specify a Customer Assistance phone number that ConferenceManager2 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.

- Participants can also cancel their Request for Assistance by entering *00 a second time.

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 ConferenceManager2'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, name, conference greetings and branding prompts;
- Tenant account creation and management;
- Edit account preference for both new and existing accounts, as well as allow hosts and/or delegates to manage their own preferences;
- Host account creation, modification, and deletion through Microsoft Active Directory. (Synchronization can be launched by system and conference administrators.)

Capacity and Connectivity

Sonexis ConferenceManager2 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

ConferenceManager2 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.

Conference Continuity™

This dedicated, stand-alone server that integrates with the ConferenceManager2 to provide high availability and disaster recovery continuously replicates data from primary ConferenceManager2 server allowing for failover functionality.

Dimensions

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



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