MEET&TALK CORPORATE Telephone Conferencing

For large or small companies who wish to provide an in-house conferencing service to their employees either locally or on a world-wide distributed basis

MITON Systems Ltd — Internet + Traditional Telephony

"Secure Code Access, Non-Booked Instant Conference + Recording"

■ General Features

○ Meet&Talk provides non-booked instant conferences. Attendees use pre-assigned Conference Codes to enter a conference. These Codes are allocated to Conference Organisers and can be repeatedly used.

○ Meet&Talk is very simple to operate, by both for conference participants and technical administration personnel.

○ Meet&Talk has given many tens of millions of trouble free minutes operation, often in critical situations. It is specifically designed for operation in a Vital-to-business mode where complete failure of service is not acceptable.

○ Developed as a direct replacement for British Telecom's MeetMe product, BT to use in-house for critical services.

○ Our customers have found this a cost-effective replacement for a service and in many cases, the system pays for itself within six to twelve months.

○ Meet&Talk is supplied as a self-contained conference bridge or bridges.

'Plug & Go' Technology

○ An Operator Module is available as a system upgrade.

■ Low Support Overhead

○ This System has been designed from the ground up for minimum support for technical and administrative support personnel.

○ The system will provide many years of trouble-free operation.

■ System Resilience

○ Meet&Talk Bridges have proven exceptional reliability and are able to operate 24/7 without interruption. The hardware and software is so configured to be resilient without total failure.

○ Multi-bridge data-synchronised systems can be configured so that if one bridge fails then Users simply need to dial into another bridge using their normal conference codes which have been synchronised across bridges – bridges can be is separate physical locations.

■ User Operational Experience

○ Users find the system very simple to use as they can dial in at any time with no restriction other than knowledge of the appropriate Conference Code and telephone number to dial.

○ Extensive Web interface accessible by Users and Administrators to enable reporting and control of conferences. Conference options are configurable on a system-wide and at User level using these interfaces..

○ Users must be registered on the system to receive conference codes, but do not have to use the interfaces to run conferences.

○ The system supports two types of conferences – both do not require pre-booking and have an associated Chairperson and Participant Conference Code.

  ○ User Personal Conferences.
  ○ Custom Conferences – private or public.

○ Steps to running a conference:

  ○ Get a set of Conference Codes – either Personal or for a Custom Conference

  Chairperson Code: Identifies the Conference Organiser
  Participant Code: Given out by Conference Organiser for invited

  ○ Give the Participant Code out to your Participants. There are tools on the system to help with this either via a normal email, or by creating an Outlook meeting request.

  ○ No need to pre-book a conference on the system

  ○ All dial into the numbers associated with the Bridge. This may simply be an extension number of the Company Telephone Exchange.

  ○ Dial out to external participants can be achieved by outbound dialling the number. Once call established, the call is transferred into the conference.

  ○ Participants who drop out of Conference can simply redial to re-join.

○ Multiple live Conferences can be managed from a single web based Conference Control screen.
This enables

○ A view of who is in the conference
○ Identification of noisy participants
○ Mute/Un-Mute of participants
○ Eject/Disconnect participants
○ Download a list of participants for critical reporting purposes

○ Audio prompts are configurable to match corporate requirements.

○ All participants will have full speak and listen capabilities on entry to the conference unless it is a Lecture-mode conference. **NEW**

○ A conference can be locked by the Chairperson so that no more participants can join.

○ System to include Video tutorials for Users and Administrators

■ Capacity & Expandability

○ Has the potential to handle very large conferences (240 participants and higher) across multiple bridges, up to the total physical capacity of the system(s).

○ Existing supplied systems can be expanded either by adding VoIP channels, which may require no hardware upgrade, or by adding telephony cards with the required standard telephone connectivity: e.g. Analogue or digital.

○ With this type of system, it is generally good practice to keep the maximum number of channels to 240 per PC Chassis.

○ Larger systems can be achieved by clustering Bridges together. In this configuration a greater number of normal-sized conferences can be accommodated by distributing them across multiple servers. **NEW**

○ Email capacity alerts can be set so that the bridge sends the Administrator if the bridge reaches some pre-defined channel usage. E.g. for a system with 30 channels, an alert could be set to 28 channels. This warning tells the Administrator they may need to add more licenced channels to the system.

■ Connectivity

○ Simultaneous operation using traditional telephony and VoIP (Voice-Over-IP) telephony technology.

○ Ability to set-up remote country access numbers (DIDs) for User access.

○ The Bridge can be installed behind the corporate telephone switch so that all the channels appear as a single extension, or it can be connected directly to the public telephone network. Can be connected using VoIP (SIP, H323 etc.) and/or Digital Connections (E1/T1).

■ World-Wide User Telephony Access

Users can connect to the Bridge in one of four ways.

1. Direct via international call
2. Local In-Country DID (Direct Inward Dial)
3. VoIP access using the Internet or IP network
4. Standard Telephone Call into a local In-Country Office

■ Configuration, Installation, Set-up, & on-going Maintenance

Pre Installation Configuration:

○ Prior to delivery of the hardware, the customer is asked to fill in a technical configuration document so that Miton can set up the system for easy installation either by Miton engineers, or by the local technical personnel with the remote help of Miton Technical staff.

○ Male or Female administration voice prompts options are available.

○ Capability to import existing conference codes from and existing MeetMe type service so that User changeover disruption is minimised.

○ Corporate branding of the Web screens to include the use of corporate logos and audio prompts.

○ Possibility to have equipment located in multiple physical locations for User convenience and to enhance system resilience.

Installation

○ A normal installation – including physically installing the box and running the first conference – takes little more than one hour. New User Registrations and Ad-Hoc Conferences can be set-up in less than 1 minute.

○ The installation can be done by the Customer, or by an on-site Miton engineer.

Set-up

- In an Operational Priority situation, separate segment(s) can be allocated on the Bridge that is not used by the general usage. This could be accessed via a separate dial-in number.
- The Administrator has the ability to customise via web interface the email welcome and other User related messages.

On-going Support

- The system is capable of being remotely supported via secure Web access for download of logs and issue resolution, and including Email and SMS alerts for event notification. Software updates can also be uploaded remotely.
- If the system is absolutely critical to the operation of your business, then Miton recommend installing multiple synchronised bridges – perhaps in different physical locations – rather than relying on 24/7 support. Our experience is that this is a far more powerful way to maximise uptime, rather than relying on some remote support entity, who may not be totally conversant with your system.
- Miton can administer the system remotely via a secure internet connection (Web and SSH). All events within the bridge are logged and this is usually the first thing that is examined when there is an issue. The only time we need to go on-site is to physically administer the systems. It is hoped that Customers will be able to provide Miton with secure internet access to the system for support purposes.

Warranty:

- Telephony Hardware – 2 Years. Return for repair, or replacement.
- PC Chassis and all components, where supplied by Miton Systems Ltd – 3 years warranty. Return for repair or replacement.
- Software is warranted for 12 months. Any implementation errors will be rectified free of charge within this period. Thereafter Miton will maintain the software to be free of operational defects providing on-going support valid.

Remote World-Wide Support

- The system generates auto alerts sent to support personnel – capacity issues, system temperature, system shutdown, system re-boot. etc.
- Remote administration using internal logs, in-built graphical tools and reports.

■ Training

User interfaces are kept as simple as possible thus minimising the need for User training. Miton will also modify their standard system to make the User's experience similar to the existing system.

In our experience Users rarely visit the web interface and so training is generally limited to the telephone key press options and methods of running conferences. Miton will provide whatever on-site training is needed to make sure that Users are comfortable with the system.

Miton have incorporated training videos into the system for both normal Users and technical and User support persons.

Miton's goal is to make our customers as self-sufficient as possible with respect to on-going user training. Good training both minimises the support we have to give and makes good business sense. We have found that by investing time to make sure the Administrators are properly trained, and giving them clear lines of contact with Miton, that the required on-going training is minimal. This coupled to our ability to remotely administer the Bridge, means that users get the maximum usage from our systems.

Training is included as part of the initial installation.

Visual Learning Tutorials

Web-video tutorials are built into the system for Users and Administrators on the usage of the system.

User Tutorials

- use the Web interfaces of the system
- organize a conference
- invite participants
- use the telephone handset to conduct a conference.
- review the results of the conference using the Web Interfaces
- This tutorial is suitable both for beginners and experienced users.
- We will go through the registration procedure of a new User and then onto them using the system to run a conference.

Administrator Tutorials

- Allocate user Privileges
- Navigate the various administration privileges of Administrators
- Run reports
- Add and authorise new users
- Manage single or multiple Bridge Segments

- Use the Tools on the system
- Configure system defaults
- Monitor new registrations
- Manage Issues
- View all calls through the system
- This tutorial is suitable both for beginners and experienced users.

■ Options

- Capable of customisation to provide a 'best-fit' solution to enhance corporate business processes.
- Optional Operator Module is available

- Optional spanning upgrade NEW to enable "virtual" single bridge split across multiple sites so that participants can dial into any physical bridge to join a conference. A master/slave conference technology will be introduced to provide for this and so enable calls to a conference to be made into any of the bridges. For example, if the first five callers dial into the Bridge 1 and the next five dial into the Bridge 2 then they will be connected into a single conference. The conference will be bridged between the bridges either using VoIP or PSTN.
- The Meet&Talk system is capable of operating in 'multiple bridge data-synchronised mode'. This means that any User added or modified on one of the Bridges will automatically be registered on the other systems. See diagram above.
- Miton can provide a customised Audio Conference solution to perfectly fit your needs. We specialise in high reliability conference systems and have installations all over the world. Our core product is Meet&Talk which is a feature-rich product that has been evolving for over a decade.

■ Demonstration Site

- As an introduction to our products, you should find our demonstration site useful. You can register and then make calls into the system and even control your conferences via a control interface. (You will not be able to see the Administrators menu area however, or make outgoing calls)

  Go to: http://www.meetntalk.co.uk/ and use the 'New Users Register Here' link.

  Once registered, you will receive a confirmation email which should be self-explanatory.

  There is also on-line literature and documentation which includes information on the system and the Operator Control Screen. Go to: http://www.miton.co.uk/

■ Additional Literature

Download information sheets from www.miton.co.uk:

- Simple Overview
- Meet&Talk Information Sheet
- User Conference Control Document
- Operator Conference Control Document

We think Meet&Talk is simple, secure and effective - let us know what you think.

Miton can provide a detailed formal quotation together with references if required.

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