CALL MANAGER

Conferencing is one of the best ways to keep you connected. We are constantly working to make this easier and more cost effective so you can be more productive and accomplish your goals.

Call Manager, our free online meeting tool for our Reservationless-Plus® service, is an application for your desktop available for download or to run in your browser putting you in control of all aspects of your meeting including scheduling, participant management and security. By using Voice over IP* with Call Manager and our innovative hybrid audio platform, you are able to stay connected with an additional way to facilitate meetings from more locations.

Available for 🍎 ⊞ Windows®

WITH VOICE OVER IP YOU CAN:

- Start and join your meetings from countries where no dial-in number is available.

- Access our innovative hybrid audio platform that allows Voice over IP and traditional telecom callers to simultaneously connect to your meetings.

- Connect to your meetings when only a Wi-Fi connection is available.

- Save your cell phone's audio plan minutes.

- Avoid roaming charges while traveling.

- Experience faster connectivity.

- Meet with simultaneous audio and web connections when mobile carriers do not support this feature.

OPTIONAL FEATURES*

- Use a billing code for added invoice tracking.

- Utilize a security code for additional security capabilities.

- Disable Voice over IP.

*By default, Voice over IP is enabled for all accounts on our hybrid audio network. If you would like to disable this feature or for further information, please contact your sales representative.

STARTING A MEETING WITH VOICE OVER IP (VOIP)

Available to both moderators and participants; Voice over IP provides the option of using a Voice over IP softphone instead of a traditional phone audio connection. If you have upgraded Reservationless-Plus with Dolby Voice® you will see the Dolby icon in the top right corner of your avatar. To learn more or enable Dolby Voice, please contact your sales representative.

1. When starting or joining a meeting, select **VoIP** and a check will automatically connect the appropriate speaker.
2. You will be able to select from different audio sources and adjust your volume. When volume is set to an acceptable level, click **Start Meeting**.
3. You will hear a prompt, but will not need to enter a conference code and/or leader PIN as the system will connect you directly.
4. During your meeting, you can choose to disconnect your Voice over IP connection and establish a phone connection by right-clicking your avatar and then selecting **Disconnect Audio**.
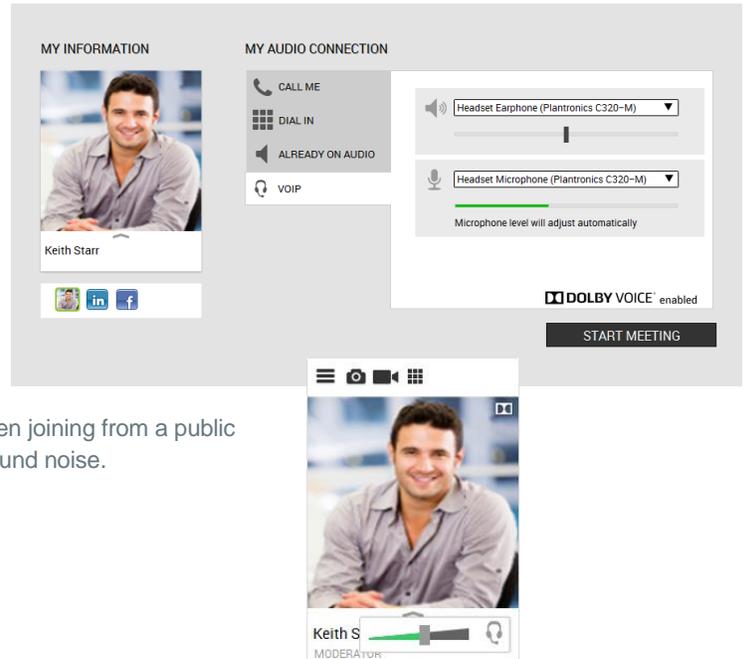
Please note Voice over IP works with inbuilt microphones, however when joining from a public location it is recommended that HD headsets be used to avoid background noise.

VOICE OVER IP SETTINGS

The Voice over IP settings menu allows you to select your audio input and output devices, in addition to allowing you to adjust your volume level.

The settings menu can be accessed from three areas:

- Selecting **VoIP as an audio connection** on the Quick Start page.
- Right-clicking your avatar, then selecting **Manage VoIP**.
- Choosing the **Gears** icon on the lower right of the screen, then clicking **VoIP Settings**.

### CHANGING YOUR OUTPUT AND INPUT DEVICE

1. In the VoIP Settings menu, select the dropdown menu for speaker or output device. Adjust the volume to your preference.

2. Click the dropdown menu for your input device to choose your preferred microphone.

3. Click **OK**.
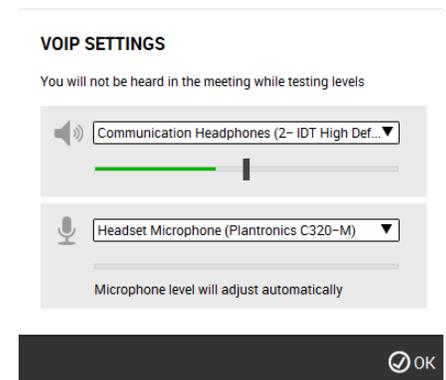
VOICE OVER IP TUNNELING

Many companies do not want to allow traffic through certain ports. To meet these different infrastructure requirements, we've laid the framework for Voice over IP Tunneling which will allow the Voice over IP client to try different connection methods and choose the best one for each call. It will utilize known ports that should be open in every company's infrastructure for internet traffic so you're always able to connect.

Voice over IP TUNNELING
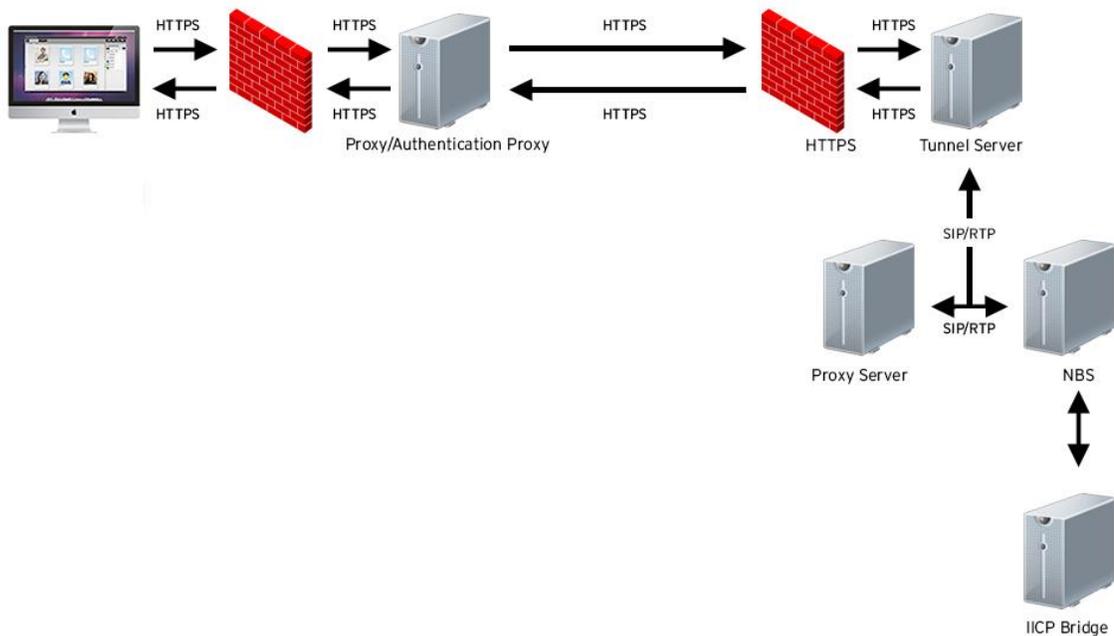
VOICE OVER IP AVAILABILITY

Due to regulatory requirements, Voice over IP is currently unavailable in the following countries:

- Algeria
- Armenia
- Azerbaijan
- Bahrain
- Belarus
- China
- Egypt
- Estonia
- Georgia
- Iran
- Iraq

- Jordan
- Kazakhstan
- Kuwait
- Kyrgyzstan
- Latvia
- Lebanon
- Lithuania
- Moldova
- North Korea
- Oman
- Qatar

- Saudi Arabia
- Syria
- Tajikistan
- Turkey
- Turkmenistan
- UAE
- Ukraine
- Uzbekistan
- Yemen

VOICE OVER IP DIAGRAM AND NETWORK REQUIREMENTS

Below is a diagram showing you how our Voice over IP service works with Call Manager.

Network Requirements:

- SIP based.

- SIP traffic utilizes Transport Layer Security (TLS) over TCP running on TCP port 5061 to our datacenters at 75.78.160.134, 75.78.195.4 and 75.78.100.164.

- RTP traffic is UDP and utilizes UDP port 1024 – 65535 to 75.78.160.133, 75.78.160.132, 75.78.195.5, 75.78.195.6, 75.78.100.165 and 75.78.100.166.

- Voice over IP is only available to customers on our IICP hybrid audio platform. For further information, please contact your sales representative.

Voice over IP