



# InterCall Web Meeting Technology Overview



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As a leading provider of integrated conferencing services, InterCall is constantly creating dependable, feature-rich conferencing technologies that are advanced enough to replace many face-to-face meetings. This technical sheet provides an overview of the technology that powers InterCall Web Meeting and how it supports your collaboration needs.

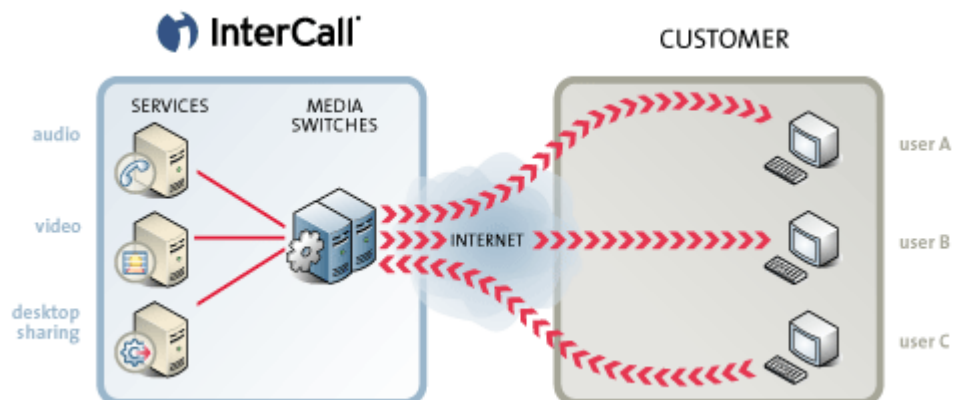
## SWITCHTOWER® MULTIMEDIA NETWORK

The SwitchTower network is a multimedia message-delivery architecture that represents the next-generation in conferencing technology. InterCall Web Meeting, InterCall's collaborative web, audio and desktop video conferencing service, is the first application of its kind to be built on this innovative foundation.

The SwitchTower network is the result of two years of research and development designed to surpass the web conferencing network approaches available in the industry today. At its core, the architecture is comprised of a redundant, distributed server platform that supports the development of multiple conferencing applications. The result is a powerful end-user experience that combines the scalability and performance of a distributed model with the security and reliability of a centralized model.

Key advantages of the SwitchTower network include:

- + **High-performance** - The SwitchTower network is adaptable enough to balance and shift resources during peak loads in order to support bandwidth-intensive services such as multipoint video.
- + **Scalability** - As our customers' remote meeting usage grows, the SwitchTower network can easily scale to meet demand without service interruptions in both the ASP offering of today and on-premise environments of the future.
- + **Redundancy** - The network is equipped with real-time failover capability ensuring that meetings are not affected by hardware or software failure.
- + **Security** - Several encryption options and flexible security configurations are available to customers who require secure data sharing and access.



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## **NETWORK ARCHITECTURE**

InterCall offers our customers best-of-breed technology backed by a carrier-class telephony platform. InterCall's conferencing network is comprised of multiple highly redundant telephony and data connections. Our systems are monitored 24 hours a day, 7 days a week by designated InterCall engineers who focus solely on the conferencing network and data center.

## **RELIABLE AND SCALABLE BACKBONE**

InterCall built our services on a highly reliable and scalable backbone provided by multiple top-tier service providers, which ensures that technical issues do not interrupt meetings.

- + ISPs/fiber providers - Three top-tier Internet service providers (ISPs) allow InterCall to distribute content over the Internet on multiple backbones to dramatically reduce bandwidth congestion. Flexible local loop access spreads users out to supply almost unlimited scalability.
- + Border and distribution routers - Network border routers handle all incoming and outgoing traffic via the Internet while distribution routers manage the distribution of data traffic to InterCall's integrated service offerings.

## **DATA CENTER**

InterCall has invested over \$50 million in our convergent communications platform to provide a reliable service with a published uptime of 99.9%. The InterCall infrastructure includes:

- + Redundant tier 1 Internet providers
- + Redundant systems, servers and communications hardware
- + 6 terabytes of real-time storage
- + 3 OC-12's of local loop on redundant physical paths
- + 620+ Mbps of Internet bandwidth

## **SECURITY**

With the ease and convenience of remote communication comes the concern of sharing your company's most sensitive information over the public Internet. The end-to-end security of your data is one of InterCall's top concerns. As a result, InterCall Web Meeting is equipped with multiple 128-bit encryption protocols to protect your meeting room before, during and after your meeting. InterCall gives you the unique ability to select which meeting features you would like to encrypt and allows for a secure meeting tailored to your individual needs without sacrificing performance.

## **FIREWALL COMPATIBILITY**

As a result of years of experience delivering real-time communication services to corporate users, InterCall thoroughly understands the intricacies of Internet-based communications. When designing InterCall Web Meeting, this wealth of knowledge was used to create a state-of-the-art connection negotiation mechanism that automatically establishes the optimal connection for each user. Sophisticated HTTP tunneling techniques are used if necessary to ensure that even users behind very restrictive corporate firewalls can easily gain access to InterCall's SwitchTower network. The only requirement is that the firewall support standard HTTP traffic over port 80.



## INSTALLATION REQUIREMENTS

A full version and light version of InterCall Web Meeting are available for moderators and participants to use when joining a meeting. The full version must be used by moderators, co-moderators and presenters. Participants who meet the requirements below can also join with the full version. Any participants who do not need to share documents, applications, browsers or video, do not meet the full version's technical requirements, are joining the meeting from a Mac computer or an earlier version of Windows, have limited bandwidth or prefer to not install software can join with the light version.

Any users new to InterCall who want to join using the full version of InterCall Web Meeting must download a 10 MB file, which expands to 17 MB upon installation, before their first meeting. On a high-speed connection, this download should take no more than two minutes to complete. In addition, users must have their web browser enabled to accept cookies. CD and corporate installations are also available by request. Administrative rights are required to complete the installation and to enable Microsoft® Outlook® integration and to convert documents from applications outside of Microsoft Office®, such as PDFs.

Participants who want to join using the light version of InterCall Web Meeting are not required to install any InterCall software. Participants are required to run a 550 K browser-based Java applet, so they must have a Java-enabled browser. InterCall supports the following Java Virtual Machines (JVMs): Microsoft JVM, Sun 1.4.2 and Sun 1.5.

## SYSTEM REQUIREMENTS

Implementing and managing InterCall Web Meeting requires little to no internal resources and the following minimum system requirements:

Component	Requirement - Full Version	Requirement - Light Version
Operating system	Microsoft Windows XP Vista	Microsoft Windows XP Vista Apple® Mac system 10.3 and 10.4
Browser	Microsoft Internet Explorer 6.0 or higher (must be Java enabled)	Windows: Microsoft Internet Explorer 6.0 or higher (must be Java enabled) Mac: Safari 1.3 and 2.0 (must be Java enabled)
Processor	Pentium III, 500 MHz or faster	Windows: Pentium III, 500 MHz or faster Mac: G3 processor
Free hard disk space	14 MB of free disk space is required	1 MB of free disk space is required
Memory	At least 256 MB RAM is required	Windows: At least 256 MB RAM is strongly required Mac: At least 256 MB RAM (512 MB RAM is strongly recommended)



Connection	Dial-up connection is the minimal requirement High-speed (DSL, T1, cable modem) is recommended Wireless connections are supported	Dial-up connection is the minimal requirement High-speed (DSL, T1, cable modem) is recommended Wireless connections are supported
Optional hardware	USB web camera Sound card and speakers	USB web camera Sound card and speakers
Audio requirements	Users only need a phone to begin or join a meeting	Users only need a phone to join a meeting

### TECHNICAL SUPPORT

If moderators or participants ever experience a problem, customer support is available by phone or email 24 hours a day, seven days a week. A conference operator is available during your meeting by dialing \*0 on your telephone keypad or from the web interface. A quick reference guide and free training is available at our customer center at [www.intercall.com](http://www.intercall.com).

For more information, contact InterCall's 24/7 helpdesk at 877.549.2051, +1.303.928.3014 or [webmeetingsupport@intercall.com](mailto:webmeetingsupport@intercall.com).