

Monitor and control conferences across multiple CONTEX Summit® systems from a single operator station

CONTEX Summit® Global Operator (GO)

Increase Operator Efficiency

Effortlessly Control Conferences Across Systems

One-Click Audio Connection

Monitor Immense Port Resources at a Glance

The CONTEX Summit® Global Operator (GO) extends operator visibility and control across multiple CONTEX Summit platforms, simultaneously. Now, your operators can manage conferences, interact with participants, and monitor calls on any system throughout your widespread pool of ports.

Multiple System Management

The GO empowers your operators with control over port resources at an unprecedented scale. A single GO station can connect up to 10 Summits at a time via TCP/IP.

- **Merged Conferences:** Conferences that span multiple CONTEX Summit systems are easily monitored and controlled from the GO interface. Operators manage all conferees in a single conference listing.
- **Multi-Bridge Q&A:** With the GO, operators can facilitate Question & Answer sessions in conferences linked across several CONTEX Summit systems. Participants join the question queue seamlessly, regardless of their distribution across systems.
- **Expanding Operator Coverage:** An operator station can support up to five instances of the CONTEX Summit GO. With each instance able to connect to 10 Summits, a single operator can access resources across as many as 50 Summit systems at one time.

Integrating Audio

Featuring an integrated VoIP softphone, the GO allows operators to instantly create an audio connection to the CONTEX Summit straight from their PC.

- **One Click Audio:** The GO utilizes an operator's PC speakers/microphone to establish a VoIP audio connection to a Summit platform. The Summit Audio Client incorporates volume control and DTMF entry capabilities.
- **Maintaining the Connection Between Systems:** All GO instances share a single Summit Audio Client, which maintains the operator audio connection to all configured systems. The VoIP client chooses the correct Summit to speak to based on user selection and automatically puts all other lines on mute/hold.
- **Traditional PSTN Option:** Operators may use a PSTN phone to connect to the Summit instead of the VoIP solution provided by the integrated audio client. When configured to use the PSTN connection, however, the GO will only be able to connect to a single Summit.



compunetix Communications Systems Division
 2420 Mosside Boulevard
 Monroeville, PA 15146
 1.800.879.4266
 412.373.8110
 email: csdmarketing@compunetix.com
 www.compunetix.com



System Requirements

CONTEX Summit GO PC Specifications:

- Processor: Pentium IV 2.0 GHz (minimum)
- Memory: 2 GB RAM (minimum)
- Hard Drive: 5 GB disk space
- Ethernet: 100 Mbps Fast Ethernet (port 443 or port 80 open)
- Operating System: Windows 7 32-bit, Windows 7 64-bit, Windows 8, Windows Server 2008 64-bit

Connectivity:

- Minimum Bandwidth Requirement: 75Kbps
- Tolerable latency between GO & bridge: Up to 120ms latency in each direction
- Network Connectivity: TCP/IP or LAN/WAN

Comprehensive Control

Each GO station empowers operators with powerful conference control capabilities. The intuitively designed interface allows operators to easily track and manage the status of conferences and participants on any connected system.

- **Incoming Calls:** The GO features a dedicated area for incoming call processing. Operators have all the tools they need to answer and assist incoming callers, create last-minute conferences on the fly, activate passcodes, and more.
- **Conference Management:** With just a click, operators can join, hold, mute/unmute, edit details, or disconnect participants. Operators effortlessly control individual conferees, a selected group, or all participants in a conference.
- **System Monitoring:** Instantly view incoming calls, signal requests, conferee disconnects, available CONTEX Summit systems, and other key data. When configured, operators can even filter this information to focus on particular port resources.

Enhancing Service

Let your operators expand the value of your service by harnessing the dynamic audio conferencing capabilities of the CONTEX Summit.

- **Recording/Playback:** Operators can initiate conference recording and playback directly from the GO interface.
- **Sub-conferencing*:** GO operators can activate and coordinate private sub-conferences for participants, without disrupting the primary call. Up to nine sub-conferencing rooms can be established from a single conference.
- **Voice Capture:** Voice Capture speeds caller entry into a conference by prompting incoming callers to record specific information before joining their call. The GO operator reviews and transcribes the recordings at a later time.
- **Gain Control:** Operators may apply gain to any active party to optimize audio levels in and out of the conference.

*Sub-conferencing is only available for conferences which do not span multiple CONTEX Summit systems.

LOCAL OPERATOR Hold							
Active Conferences							
Idx	Conference Name	Summit	Act	Idle	Hold	Info	
507	07:00 PMDLK Demo	McKinley	0	0	0		
512	10:00 AMCSO Sales Meeting	McKinley	0	0	0		
520	10:00 AMMonthly Report	McKinley	0	0	0		
550	Even Meet Demo	McKinley	0	0	0		
592	Demo Q&A tip DO NOT ERASE	McKinley	0	0	0	Do N	
594	Demo Attended th DO NOT ERASE	McKinley	0	0	0		

Incoming	Signaling	Idle	Summits	ConfAlert	Inv Input		
Name	Data Connection	Free	In Use	Bell	Sig	Hold	Operator Name Operator Status
Toros	Connected	150	1	0	0	0	OPERATOR 497 Hold
McKinley	Connected	519	7	0	0	0	OPERATOR 197 Hold