



Frequently Asked Questions

General questions

Q: What is Spontania?

A: Spontania is enterprise-grade, premise-based software that enables unified communications and collaboration – seamlessly and securely extending IM, voice, video and data in real time to any user, over any device or network.

Q: Do I need any special equipment to get started using Spontania?

A: All you need is a Window PC and a web browser. Any USB PC webcam and analog or USB headset can be used to send video and enjoy the best audio experience.

Q: How many video connections do you support?

A: We can support an unlimited number of participants during a session. We can display up to nine video images at a time, due to display limitations. However, we can cycle through images of an unlimited number of video participants. Spontania can also be set to use voice activation to automatically display the image of the speakers.



Q: Can people join in by calling from a regular phone?

A: Yes. Spontania supports calling out to participants, or participants can call in using a number and dialing a session code to access the appropriate web conference session, just as with a traditional voice bridge.

Q: What types of files or applications can I share?

A: There are no restrictions in the type of applications or files that can be shared – including videos. Any application running on a device (PC, PDA, mobile phone) or even an entire desktop may be shared among all the participants connected on the

session.

Q: Can I turn on/off different services per user?

A: Yes, service control is highly granular, with the ability to select or modify the service available on a per-user basis.

Q: Can you record the sessions?

A: Yes. There are two different methods available for recording a session: server based and client based. Each method can recording two different file formats, Spontania proprietary and Windows Media. The advantage of the Spontania proprietary format is that all actions are recorded and played back, including interactive events such as uploading files to other users.

Q: Can I interoperate with my Tandberg/Polycom videoconferencing equipment?

A: Yes, Spontania integrates with any legacy videoconferencing system that uses H.323/SIP protocols.

Q: Can I use Spontania in a conference room setting so that multiple people can join from one location?

A: Yes, through the use of a simple low-cost-wide-angle webcam and a conferencing speaker/microphone device, it is possible to closely approximate the experience provided by much more expensive hardware-based systems.

Q: Can you webcast a session or recording?

A: Yes, we have a webcast module that works with your own webcasting hardware or a webcast service such as Akamai. We also offer an Ajax-based chat interface for interactive webcasts.

Q: Does your IM work with other IMs?

A: Yes, we interoperate with Microsoft Live Communications Server and Lotus Same-time.

Q: What kind of work can I expect to do on a mobile device (Smartphone/PDA)?

A: You can do the following from a mobile device:

- Join meetings with up to four simultaneous videos.
- View and edit shared documents without having to load any applications on the mobile device prior to joining the event.
- Text chat.

Business Questions

Q: What is special about Spontania?

A: Spontania is a complete on-premise software-only solution that offers multiparty voice and video over IP, web-conferencing, presence awareness and IM, integration with leading calendar and directory software, file sharing, and whiteboard and comprehensive endpoint support in a single package with a unified interface.

With the versatility of Spontania at his or her fingertips, anyone in a business has the ability to engage the right people, at the right time, in the way that best suits the conditions of the moment.

Spontania helps reconnect people in business by bringing voice to the PC along with the personalization that only video can deliver; meanings become clearer, conflict resolution happens faster and solutions are richer.

Q: How can video add value to my current mix of audio and web-conferencing?

A: The visual cues from video can help:

- Establish rapport at the beginning of a meeting;
- Minimize distractions;
- Resolve confusion and reduce controversy;
- Accelerate decision making; and
- Navigate culture and language barriers.

Q: What is your licensing model?

A: We sell Spontania under a standard perpetual license structure.

Q: How do you change for your product?

A: We charge a onetime fee based on the capacity (number of concurrent users) required to support an organization. A maintenance agreement is separately offered on an annual-fee basis. This includes product support (email/phone) and maintenance releases and allows upgrades to all future product releases at no additional cost.

Q: Are there any extra fees?

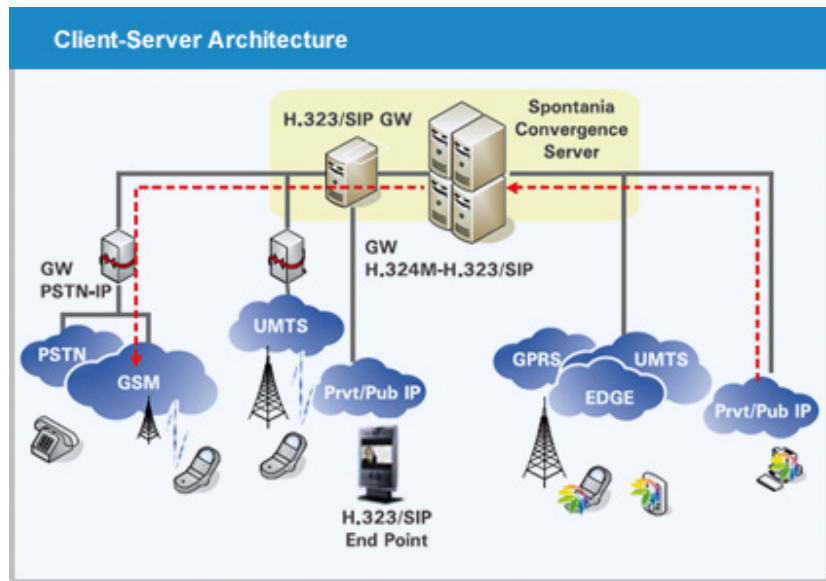
A: No.

Q: Why would I buy Spontania?

A: Our feature-rich mature on-premise solution has been developed in close collaboration with our enterprise clients, who use it every day to conduct and facilitate their business activities.

Spontania delivers significant cost savings and return for businesses as a result of

- Simple installation;
- No dependence on other software components to complete the solution;
- Low training, operation and support cost
- A light footprint on a network resources (clients, servers and bandwidth utilization);
- Full integration under one simple user interface that facilitates dynamic and flexible collaboration at the click of a mouse;
- The provision of a vendor and network agnostic solution;
- Secure operation within your established security policies; and
- Simple, affordable pricing.



Technical Questions

Q: What levels of encryption does Spontania support?

A: By default all communications are encrypted end to end with at least 128 bit SS: using the Blowfish encryption algorithm.

Upgrades to 256 bit SSL encryption and above are available for purchase, on request.

Q: What are the different connection methods I can use for Spontania [IM, URL, Outlook, and Voice Gateway]?

A:

1. Web portal

- Communicate meeting URL via email or phone.
- Outlook/Lotus notes invitation (integrated with calendar)
- IM used to provide room location for meeting (room sever and session name or actual URL)

2. IM initiated

- IM chat initiated (Session is dynamically assigned on the server where the IM resides)
- IM invite from session (spontaneous addition of participants)
- Voice dial in or out

3. Possible combinations:

- 1(a/b/c) to get to web portal and session login, 2b to add participants available via IK, 3 for voice bridging
- 2a, 2b, 3

Q: What voice/video CODECs are used and/or supported?

A: Spontania utilizes a proprietary CODEC, supporting the base of the following CODECs:

- Video

- MPEG4
- Audio
 - GSM
- H.323/SIP (coming from a trans-coding gateway):
 - Video H.263
 - Audio G.711

Other CODECs can be supported, through purchase, if desired.

Q: What is ABM?

A: ABM is Adaptive Bandwidth management. It is a software feature of Spontania that automatically tests every connection to a Web-conference on a regular basis and, when necessary, adjusts the video bandwidth setting for a user experiencing network problems. This helps to quickly modify Web-conference settings that can cause delay and poor video performance for problematic connections.. ABM is dynamic in nature and will both adjust allowed bandwidth up and/or down during conferencing experience without and administrator or moderator having to continually monitor and adjust settings for Web-conference users.

Some key ABM metrics are as follows:

- Frequency of ABM delays tests: Every 3 seconds
- Frequency of ABM stream downgrades once engaged and network delay continues: Every 4 seconds
- Frequency of ABM stream Upgrades once network delay issues have cleared: Every 10 seconds
- Delay require to engage ABM: Greater than 2 seconds

A separate detailed whitepaper on ABM is available if greater insight into its operation is require, contact us for this for this information.

Q: Can I record a Spontania session?

A: there are two available methods for recording a session, server-bases and client-based.

Spontania proprietary

- All actions are recorded and played back from within the Spontania client, including interactive events such as uploading files to other users.

Windows Media Video

- Only the core audio and video from the session is captured. No interactive content is included in this format.

Recordings in either format may be done at the client and/or sever levels

Q: What are the Spontania server requirements?

A: For up to 25 concurrent Spontania licenses

- Recommended Minimum Hardware
 - Hp Proliant DL 140-G3 (64-bit architecture), or equivalent
 - Dual-Core Intel Xeon processor 5140 (2.33 GHz, 65W, 1333 MHz FSB), or equivalent
 - One (1) GB RAM memory
 - One (1) 250 GB Hard Drive
- Recommended performance upgrades:
 - To two (2) 250 GB Hard Drives
 - To two (2) GB RAM
- OS Supported:
 - CentOS 4.2 or Red Hat AS v3.0 or higher

For up to 100 concurrent Spontania licenses

- Recommended Minimum Hardware:
 - HP itanium2 rx1620 (64-bit architecture), or equivalent
 - Dual-core Intel Xeon processor 5140 (2.33 Ghz, 65W, 1333 Mhz FSB), or equivalent
 - 16 GB RAM memory
 - One (1) 600 GB SCSI Hard Drive
- Recommended performance upgrades:
 - To two (2) 600 GB SCSI Hard Drives
 - To two (2) processors
- OS supported:
 - CentOS 4.2 or Red Hat As v3.0 or higher

For up to 500 concurrent Spontania licenses

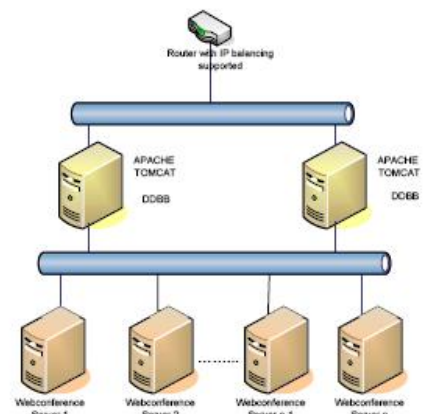
- Recommended Minimum Hardware
 - HP itanium2 rx2620 (64-bit architecture)
 - Intel® Itanium® 2 processor (1/6 GHz w/ 3MB and 400MHz FSB)
 - 2 CPUs in parallel
 - RAM Memory: 32GB
 - SCSI DISKS: HP Integrity 72GB 15K U320 SCSI Disk
- Recommended performance upgrades:
 - Redundant Power supply
- OS Supported
 - CentOS 4.2 or Red Hat As v3.0 or higher

For up to 500 concurrent Spontania licenses [Server Cluster Configuration]

- Recommended Minimum Hardware
 - HP itanium2 rx2620 in cluster mode (64-bit architecture)
 - 2 itanium2 rx2620 servers in cluster configuration, each server:
 - Intel® Itanium® 2 processor (1.6 GHz w/ 3MB and 400MHz FSB)
 - 2 CPU's in parallel
 - RAM Memory: 32 GB
 - SCSI DISKS. HP Integrity 73GB 15K U320 SCSI Disk
- Recommended Performance upgrades:
 - Redundant power supply
 - One SAN unit including 4 SCSI disks 72 GB each one.
- Os Supported
 - CentOS 4.2 or Red Hat AS v3.0 or higher

For above 500 concurrent Spontania licenses

- This solution has to be proposed for individual customer requirements. Architecture proposed is structures in different layers, as shown in following diagram:



Q: Do I need to buy special voice/video hardware to use with Spontania?

A: The Spontania application works with a multitude of consumer-grade voice and video devices for the Pc. Essentially any device supported by the operating systems of Spontania clients can be used, although quality can vary greatly from device to device.

- A current list of tested and recommended devices is available upon request, please contact us for this information.

Q: What legacy hardware systems are supported within Spontania?

A: Spontania can act as an H.323 endpoint that integrates with any legacy video conferencing system that uses H.323/SIP protocols.

- Systems using other/older protocols can often be supported by adding an addition gateway between the legacy video system and the Spontania server.
- Satellite - Spontania supports satellite systems transmitting multicast. To receive the multicast satellite traffic, PCs receiving from a satellite should have a special PCI board connected to an antenna, receiving multicasting UDP traffic from the satellite.

Q: What plug-ins and applications integration are supported for Spontania?

A: Plug-in for Microsoft Outlook Integration with Lotus Notes.

- IM integration
- LCS
- OCS
- Same-time



Q: I have someone I would like to conference in who has no computer with voice/video capabilities. Can I include them in my conference?

A: Spontania supports the following voice-bridge capabilities:

- Call-out to phone/mobile participants from a Spontania session
- Phone/mobile participant call-in using a number and session code (IVR) (to access the appropriate Spontania session) just like with a traditional voice bridge.

Video and collaboration still avail, just no video and audio.

Q: What is the maximum number of videos I can display in Spontania at a given time?

A: Whereas there can be a (theoretically) unlimited number of video participants in a Spontania session, a maximum of nine (9) videos can be displayed at any given time in Spontania.

- Video may be set to scroll through all active video participants
- Video may be set so that the active speaker 'pulls' their video into the primary slots
- Keeping quality low works great
- Bandwidth
- ABM tuning

Q: What is the difference between; being an Administrator, Moderator, or Participant?

A: There are three basic users of the Spontania application:

- Administrator
 - The Administrator role is used to perform the initial setup of the entities and sessions in the Spontania environment. Administrators also define the users, capabilities, bandwidth allowances and general feature characteristics of the entities and sessions. An administrator does not have an active role in Web-conference operations.
- Moderator
 - Spontania Moderators are the controlling entities when a Web-conference is in session. Individual Web-conference users' capabilities and options are regulated by a Moderator. There is only one functional Moderator in a web-conference at any given time. One user typically logs into a session as Moderator but, once a session has started, the Moderator role can be passed from the active Moderator to any web-conference user, repeatedly if necessary, within a session.
- Participant
 - A Participant is a general user of the Spontania Web-conference environment. They have control over their own individual session settings, as well as their voice/video device configurations, but have no control over other users or Spontania control parameters.

Q: Is there any way for me to 'tune' the bandwidth settings in Spontania?

A: Bandwidth tuning can be accomplished at three different levels, through:

- Entity administration
 - When an Administrator defines or modifies an entity, they establish both pre-defined and maximum allowable bandwidth parameters for all sessions defined within that entity. The settings dictate the bandwidth established when a session begins and can also act as a defined ceiling for raising the bandwidth capabilities while in session.
 - Session administration
 - When sessions are defined or modified, they follow the same principles of entity administration, but are limited by any restrictions for maximum allowable bandwidth that have been set at the higher, entity, level.
 - Session moderation
 - During a session, a Moderator can dynamically adjust the bandwidth settings for any given user at any given time. As with session administration restrictions imposed at the entity level, session moderators are limited in the maximum allowable bandwidth as defined at entity/session administration levels.

Q: How does the Co-Browsing function operate in Spontania?

A: The Co-Browsing capability allows for the Spontania session controller to initiate a browser launch on the local devices for all participants. This allows navigation of all participants to the same URLs/links as the controller. Participants are browsing the web locally on their own machines and are able to fully interact with the web pages they encounter and the services they provide. Examples of these interactions are:

- Ability to click any link to download documents, submit forms etc.
- Ability to copy text and images from the website
- Ability to bookmark relevant pages and web sites locally



Q: Does Spontania support multicast capabilities?

A: Spontania supports multicast over a satellite multicasting network or wired (LAN/WAN) multicasting network. This can be accomplished by two server parameter settings for transmission, from within the administration interface:

- Multicast IP
 - An IP address assigned to be transmitting UDP audio, video and collaboration packets from the server.
- TTL (time to live)
 - A parameter to establish the time for the multicast packets to remain in the network, which is specific for each multicast network.

Q: Is this a hardware or software solution?

A: Spontania is a software-based solution compatible with different user devices using MS Windows, Symbian and/or Windows Mobile operating systems.

Q: Is it easy to install?

A: Installation is straightforward and guided through an install Wizard.

Q: What types of support issues will I experience?

A: Most support issues after the initial configuration is completed are related to the correct setup of local video/audio settings at the devices (camera and headset configuration issues). They are generally onetime and easily handled by the client's existing IT staff without requiring specialized training. Following installation, user/group policies are set by the administrator. No software is required to be installed and maintained on user PCs.

Q: Do you use encryption for secure communications?

A: By default, all communications are encrypted to end to end with at least 128-bit SSL using the Blowfish encryption algorithm. We offer optional upgrades to 256-bit SSL and above and encryption.

Q: What kind of server OS platform do you require?

A: Linux: CentOS 4.x or Red Hat 4.x. CentOS is provided with the application.

Q: How many users does your server software platform support?

A: We support up to 100 concurrent users per server. Scalability above 100 concurrent users is achieved through the use of load balancing and satellite servers.

Q: How much bandwidth does the system need?

A: Bandwidth use parameters which are fully configurable by the administrator when setting policies. Additionally, the session moderator may also adjust settings during a session for optimum performance/quality. Minimally, 64 Kbps at 4 fps. Good quality can be achieved with 128 Kbps at 20 fps. Spontania also dynamically selects higher levels of quality based on application settings and available bandwidth and CPU.

Q: What about satellite links, low-bandwidth links and multicast support?

A: Very frugal bandwidth utilization is built into the technology at many levels, including the following:

- User-configurable session quality settings
- ABM (adaptive bandwidth management)
- Ability to turn off video and audio by any participant
- Voice-activated voice
- Thin clients
- Multicast and webcast support

Q: How can I manage bandwidth utilization?

A: Spontania web administration allows the configuration of default bandwidth settings for each Spontania session. Video and data collaboration bandwidth settings can be changed on the fly to improve session performance, or settings can be preconfigured based on available network resources.



Q: How big is the client and how do I install it on my device?

A: Installation of the client on a PC is done automatically via ActiveX download (Internet Explorer and Firefox) when each session is initiated. A browser-based download of about 500 KB is required for a mobile device, and a small executable download of about 800 KB is also optional for the Outlook plug-in for PCs.

Q: Must users download the active client each time they join a meeting?

A: Yes, downloading the client every time ensures that you have the latest version of the client. The

client has a very small footprint (about 1 MB) and requires very little time to download.

Q: How can you install the PC client for users with no administrator privileges?

A: Dial-com offers an alternative installer software package to locally launch Spontania when applications or ActiveX programs are not authorized to be installed or run on users' PCs. The executable must be installed in advance by an administrator on each user PC.

Q: What kind of mobile devices allow for document editing in application sharing mode, and what capabilities must they have?

A: Windows Mobile versions 5 and 6 in Smartphone and Pocket-PC editions, with stylus support.

Q: What CODECs¹ do you support other than MPEG 4?

A: The following CODECs are licensed with the software and are selected at installation:

Default CODECs

- IP connection
- Video: MPEG 4

- Audio: GSM
- H.323/SIP connection
- Video: H.263
- Audio: G.711

Q: How does your CODEX handle bandwidth fluctuations?

A: Our adaptive bandwidth management (ABM) is independent of the CODEC being used.

Q: What is ABM?

A: ABM is Dial com's patent-pending adaptive bandwidth management technology that ensures a smooth end-user video experience under challenging network conditions such as low bandwidth, delay and jitter.

Q: Can I turn off ABM?

A: ABM can be turned off, but Dial com does not recommend it. ABM only kicks in when there are connection problems, so it does not interfere with normal operation

¹ CODEC – An acronym for "compression/decompression" A CODEC is an algorithm or specialized computer that encodes or reduces the number of bytes consumed by large and programs. Files encoded with a specific CODEC require the same CODEC for decoding. Most digital communications are compressed to reduce bandwidth utilization.