

RHUB TurboMeeting Web Conferencing and Remote Support Datasheet

V 5.1.2

RHUB Communications, Inc.

4340 Stevens Creek Blvd., Suite 282, San Jose, CA 95129
Tel: 866-758-0984, Support: 408-899-2831, Fax: 408-516-9612
sales@rhubcom.com, <http://www.rhubcom.com>

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RHUB TurboMeeting Web Conferencing and Remote Support Datasheet

RHUB offers two product lines:

1. TurboMeeting 6-in-1 web conferencing servers
2. TurboSupport remote support servers

The two product lines are built upon the following six included real-time collaboration applications:

1. **Web conferencing** – give sales presentations and product demos, and collaborate interactively
2. **Audio Conferencing** – VoIP based audio conferencing & free landline audio conferencing services
3. **Video Conferencing** – multi-point webcam based video conferencing
4. **Webinar** – provide online seminars without download of any kind for view-only attendees
5. **Remote Support** – support PC and Mac users remotely
6. **Remote Access** – access your office or home PCs from anywhere, anytime

This datasheet outlines the functions of the six applications. The [user manual](#) details description of the functions.

1. Web Conferencing

TurboMeeting web conferencing is used for demos, meetings, presentations, collaborating, and training. It is easy and fast.

1.1 Overview

1.1.1 Invite others

Scheduling is easy. Send invite through your Microsoft Outlook calendar or other email tools, or IM with prefilled meeting information.

1.1.2 Meet & collaborate

Anyone in a meeting can display his desktop or a particular application and have anyone else control his desktop.

1.1.3 See everyone face to face

Simply click a webcam icon and show your face. The system can support up to 15 webcams in one meeting session.

1.1.4 Talk using computers or phones

Whether you use a phone or a computer mic and speakers, you can talk with everyone else in a meeting.

1.1.5 Support mobile devices

TurboMeeting supports any mobiles including iPad/iPhone, Android, Windows and Blackberry. In addition, the iOS app allows to control remote computers.

1.1.6 Record and publish

You can record everything in a meeting including desktop updates, audio from phones and/or computers, and webcam video. You can easily convert the recording to standard formats: AVI, FLASH, and WMV.

1.2 Detailed Functions

TurboMeeting is perfect to meet all your meeting and collaboration needs with a rich set of features.

General:

- Free mobile apps
- PC and MAC compatible
- Up to 3000 attendees
- Guaranteed attendance
- Firewall & proxy friendly
- Schedule in advance
- Outlook integration
- Detailed reporting
- Lock meeting session
- Hide attendee lists
- Remote printing
- Pooling
- File transfer to one or all attendees
- Group and private chat
- Push URL and Q&A
- Panelists for large meetings
- Raise hands
- Auto-reconnection

- Support 9 languages

Desktop sharing:

- Desktop sharing
- Specific application sharing
- Stop or pause sharing
- Privacy protection
- Multi-monitor support
- Change presenter
- Give control of mouse and keyboard
- White board
- True color for lossless image quality
- On-screen drawing tools
- Stream desktop video to attendees

Recording:

- One-click recording of desktop, audio and video
- Built-in player
- Publish in AVI, Flash and WMV
- Allow or disallow attendees to record

2. Webinar

TurboMeeting webinar requires No download of any kind. 5 seconds to join a webinar. Guaranteed attendance.

2.1 Overview

2.1.1 No download of any kind

A webinar attendee only needs to view the presenter's screen together with a telephone call for audio. TurboMeeting with its patented technology takes advantage of this simple requirement and provides a fast way to join a webinar. It requires no download of any kind and takes only 5 seconds to join a webinar.

2.1.2 Guaranteed attendance

Most importantly, the attendance to a TurboMeeting webinar is guaranteed. As long as an attendee has a browser from any computer or mobile devices, he can join. This unique advantage overcomes the common critical join-meeting failure because of various reasons:

- Lockdown computers preventing the installation of any software
- Firewall and proxy server blockages
- Anti-virus and anti-spy software blockages
- Unsupported platforms like Mac, Linux, Unix, iOS, Android, Blackberry, etc.
- Wrong or missing Java Virtual Machine or Flash installation

2.2 Detailed Functions

TurboMeeting offers limited features for webinar attendees:

- View presenter's screen
- Join an audio conference
- Raise hands
- Chat
- Fit-to-window or actual-size display
- Option to become an interactive attendee

3. Remote Support

TurboMeeting allows you to support customers or employees no matter where they are. Solve problems on first contact. Save time & costs. It is robust, secure and fast.

3.1 Overview

3.1.1 Instant complete control of remote computer

As soon as a supportee joins a support session, the supporter can have full-control of the remote computer. You can convert an attended support session to a unattended one. Everything is quick and easy.

3.1.2 Collaborative remote support & knowledge sharing

You invite additional staff or partners to join the support session to collaboratively resolve issues or train junior staff.

3.1.3 In-session customer training

During a support session, you can show your computer desktop to train customers or introduce new products and functions

3.1.4 Record sessions for auditing or training

You can record the entire support session for training or audit purpose.

3.1.5 Remote support using mobiles

With an iPad or iPhone, you can remotely access any PC or MAC to conduct attended or unattended support.

3.1.6 Fastest speed & concurrent sessions

TurboMeeting is one of fastest solutions on the market for remote support. Further, you can have multiple support sessions running on the same computer to support attended or unattended remote computers.

The fast speed and concurrency save your precious time.

3.2 Detailed Functions

TurboMeeting remote support features include:

Remote support specific:

- Instant view and remote control
- Remote reboot in regular and safe mode
- Remote login as admin
- Allow up to 10 participants in one support session
- Switch to training mode during support session
- Switch to unattended support
- Remote lock supported computer at the end of session
- Send Ctrl + Alt + Del
- Blank remote desktop
- Retrieve remote computer system information
- UAC compatible
- RDP session compatible
- Switch between remote multi-monitors
- On-premise security to protect internal sessions
- Unlimited concurrent support sessions running on a workstation

General:

- Free mobile apps to conduct remote support
- PC and MAC compatible
- Firewall & proxy friendly
- Free audio conferencing service included
- VoIP
- Video conferencing

- Recording
- Annotation
- Schedule in advance
- Outlook integration
- Detailed reporting
- Remote printing
- File transfer to one or all attendees
- Chat
- Push URL and Q&A
- Auto-reconnection
- Support 9 languages

4. Remote Access

TurboMeeting lets you easily and securely remote access to your computers from anywhere anytime.

4.1 Overview

4.1.1 Remote access your computer desktop, applications, and files.

Quickly and easily work with a remote computer as if you were sitting in front of it. Work from home or on the road.

4.1.2 Get to your computers from your mobile devices

Control your computers from your iPhone/iPad. Free to download the app.

4.1.3 Print a file on your remote computer to a local printer.

Print documents located on your remote computers to the nearest printer.

4.1.4 Unattended remote support

Remote support your customer computers without their attendance. Remotely reboot to safe or regular mode and auto-reconnect

4.1.5 Best on-premise security solution for enterprises

Host solutions expose remote computers all time to the public without any protection from your firewall. TurboMeeting allows the remote access completely protected by your firewall.

Different from all point-to-point on-premise remote access tools such as PCAnywhere, TurboMeeting does not require a remote computer to open any inbound ports. It is convenient and best secured.

4.2 Detailed Functions

TurboMeeting remote access features include:

Remote access specific:

- Instant view and remote control
- Always on after power recycle or reconnection.
- Remote reboot in regular and safe mode
- Remote login as admin
- Allow up to 10 participants in one support session
- Send Ctrl + Alt + Del
- Blank remote desktop
- Retrieve remote computer system information
- UAC compatible
- RDP session compatible
- Switch between remote multi-monitors
- On-premise security to protect internal remote access
- Irreversible encryption of meeting
- Remotely lock computer any time
- Remotely logout or login as a different user
- Hide a remote access session and quietly monitor a remote desktop
- Display active remote access sessions for easy access anytime

General:

- Free mobile apps to conduct remote support
- PC and MAC compatible
- Firewall & proxy friendly
- Free audio conferencing service included
- Video conferencing
- Recording
- Annotation
- Schedule in advance
- Detailed reporting
- Remote printing
- File transfer
- Chat
- Push URL and Q&A
- Auto-reconnection

- Support 9 languages

5 Free Audio Conferencing

TurboMeeting offers reliable enterprise-caliber audio conferencing services. Connect telephone callers dialing local numbers in 28 countries with computer HD-quality callers from anywhere over the internet. Record calls with screen updates and video.

5.1 Overview

5.1.1 Reliable free audio conferencing

When audio is ruined, a meeting is over. Knowing how critical it is, we have developed and hosted the services. For each conference call, we provide two numbers from two different reliable carriers. Unlike free audio conferencing service providers making money out of it, we pay for each call so that we ensure every call will be connected.

5.1.2 Connect telephone callers with computer HD-quality callers

TurboMeeting allows attendees to join an audio conferencing session by phone or computer mic and speakers. It delivers excellent audio quality.

5.1.3 Record calls with screen updates and video

The audio from both telephone callers and computer callers can be recorded together with screen updates and webcam video. You can publish the recording anywhere you want.

5.1.4 Lowest cost for toll-free paid audio conferencing.

In addition to free audio conferencing, TurboMeeting offers toll-free paid audio conferencing service at your choice per session based. It provides dial-in numbers in 28 countries with low flat fees. A user can host a paid audio conferencing session with or without online meetings at any time.

The combination of free and toll-free audio conferencing services makes the TurboMeeting audio conferencing service the most flexible with the lowest cost in the market.

5.1.5 Rich functions: schedule, active speakers, mute/unmute, raise hands, reports

You can host scheduled or unscheduled conferences. The system display the attendee list with the active speaker names. You can mute or unmute all or any individual attendees. Each caller can raise hand over phone. Call reports are available.

5.1.6 Integration with PBX or audio conferencing service providers

With the integration, your internal employees can join an audio conferencing session by an PBX extension and connect with phone callers from one of 28 countries and computer callers from anywhere from the web. It saves cost and inherits all functions in your PBX system.

If you are an audio conferencing service provider and would like to extend your service with seamlessly integrated web conferencing functions, TurboMeeting is your best choice in terms of costs and quality. We have offered the integrated services for our customers for years.

5.2 Detailed Functions

The TurboMeeting audio conferencing features include:

- Mix telephone callers (PSTN) with computer callers (VoIP)
- Mix callers from users' PBX over the Internet
- Schedule conference
- Echo cancellation
- Speaker identification
- Mute all or any individual speakers
- Option for push-to-talk
- HD audio
- Raise hand over telephones
- Dial-in numbers in 28 countries
- Add toll-free numbers
- Stream computer sound to attendees during an online meeting
- Record mixed audio from PSTN and VoIP callers with screen updates and webcams
- Detailed PSTN call reports.

6. Video Conferencing

TurboMeeting video conferencing brings your online meetings to life.

6.1 Overview

6.1.1 Support up to 15 webcams

The system allows 15 webcams to join a video conferencing

6.1.2 Full-screen HD webcam video

You can use your HD webcam to present video in the size as big as your desktop. The system will deliver the video at the photo-level quality or even in true-color with 100% accuracy. This function can be used by teachers to show their big white boards to students or by doctors to show some moving details with extremely high image quality

6.1.3 Real-time desktop video streaming

TurboMeeting speed is so fast that while you play video output by any application, TurboMeeting can stream the video to all attendees with sound at photo-level image quality. The delay is minimum, well less than 1 second between anywhere in any country. This capability is very useful to share video clips during a PowerPoint presentation session.

6.2 Detailed Functions

The TurboMeeting video conferencing features include:

- Up to 15 webcams in one meeting
- Display webcams within the desktop sharing window in order to keep the presenter and viewers on the same view
- Display webcam's owner names
- Stop and minimize webcams
- Automatically adaptive to different network bandwidth via different frame rates
- Allow to configure max webcam sizes and image quality
- Full-screen HD webcam with photo-level image quality