

# OpenVoice

## Audio Conferencing Made Easy

Say goodbye to the exorbitant costs and difficult management of audio conferencing. OpenVoice is everything you love about audio conferencing, and nothing you hate.

### OpenVoice audio conferencing

Make announcements or hold discussions with up to 500 participants at a time with this high-quality, reservationless conference-calling service. OpenVoice audio conferencing includes both toll-free and toll-based options plus web controls for super-simple call moderation.

### OpenVoice Integrated

Enhance your web conferencing experience by adding OpenVoice Integrated toll-free service to the built-in VoIP and toll-based audio options in your GoToMeeting, GoToTraining and GoToWebinar sessions. You can offer attendees multiple audio options in the same meeting and still have everyone be heard (and recorded) on the same call.

### Communicate and collaborate anytime, anywhere

**Easy to use:** The streamlined online interface makes it extremely easy for organizers and participants for conducting meetings large or small. OpenVoice alleviates support needed from the IT admins, and your users can focus on being productive.

**Easy to manage:** The feature-rich Administration Center is simple to use, allowing administrators to deploy the audio services throughout the company in minutes and monitor the usage in real time.

**High-audio quality and reliability:** OpenVoice is built on infrastructure designed to carry hundreds of billions of minutes annually.

**Most cost-effective:** You won't see any hidden charges—you're only billed for the minutes you use. Real-time reporting is never more than a couple clicks away, so it's easy to keep on budget.

**International coverage:** Participants can call in toll-free from more than 50 countries. [See the list of countries.](#)

## Features overview

### OpenVoice audio conferencing

Reservationless conferencing: No reservation or operator necessary. Start a meeting on demand.

Outlook integration: You can also start a conference directly from Microsoft Outlook.

High-capacity conference rooms: Accommodate calls for up to 500 participants.

Conference settings: Manage settings like caller toll-free options, default charge code, security codes, announce participants and more.

Web controls: Take control of your audio conference and eliminate the need for costly operator assistance. Start and manage your conference calls online, including mute controls, call locking, recording and more.

Phone commands: As organizer you can use phone commands to mute/unmute yourself or all other participants, hear the number of callers, lock/unlock the call, adjust entry/exit beeps and record the call.

Lecture mode: To manage large events, you can mute all participants to reduce background noise. They can request to speak through a “hand-raising” feature, and you can mute and unmute individuals online.

Record and playback: Record your calls in MP3 format and store your recording on the OpenVoice website at no cost

Charge code: Be more efficient when charging back for billable hours, or allocate audio expenses to department or cost centers.

Multiple levels of security: Require security codes to enter important conferences.

Roll call: Prompt participants to record their names when joining the conference call.

Lock/unlock: Lock your conference call to prevent additional participants from joining the call for added security.

Real-time minutes usage: No surprises on your invoice with real-time access to your organization’s minutes used.

Robust reporting: Post-call email of conference details, including where all caller lines originated.

### OpenVoice Integrated

Single scheduling: You don’t need to reserve toll-free audio separately when scheduling your online meetings or webinar events. Your meeting invitation includes everything attendees need to participate.

Meeting controls: Mute/unmute select individuals or the whole group to minimize disruptions and focus on the meeting topic.

Expanded audio options: The integrated toll-free option works with the GoToMeeting, GoToWebinar and GoToTraining built-in VoIP and toll-based audio on the same call—participants may join the meeting using their audio of choice.

Active speaker: Easily identify the current speaker so you'll know who's talking or where noise is coming from.

One-click recording: Record both desktop and audio, and listen to it later or share it. No extra equipment is needed.

### Account administration

Secure administration center: Manage your account with our secure SSL website. It provides end-user and account-management tools as well as centralized control for easy administration and deployment.

Real-time provisioning: Add or remove users on demand using the web-based Administration Center. Manage feature entitlement by group or individual users. Create and assign billing groups for easy cost control and allocation.

Quick and easy deployment: Deploy to multiple users in minutes. No pre-installation, training or configuration is required. With just a few clicks, any individual in the organization can start using the account.

Online reporting: Track meeting information and usage statistics with a variety of detailed reports, enabling you to perform trend analysis.

Unified administration: If you have a GoToMeeting, GoToWebinar or GoToTraining account, you can manage them and OpenVoice from the same Administration Center.



#### About Citrix

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