



Video Conferencing Security Features



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InterCall provides global video conferencing solutions for every industry which include a series of security features, serving to protect the transmission of sensitive or confidential data within the video conferencing environment.

The Operations Team

All InterCall employees have signed confidentiality agreements stipulating that all client data is client property. Only approved InterCall staff participate in the provisioning and support of video conferencing events.

How Video Conferences Are Monitored

InterCall ensures the privacy and security of each video conference by constantly monitoring all lines connected. Each line is exclusively assigned for each call, and only one connection can use that line to dial in or dial out. Once in progress, an InterCall video conference cannot be joined by any lines that were not originally agreed to by the client.

Because each conference is treated as an Event, it includes a 'meet and greet' feature. Our Video Operations Center must directly enable any new connections into an active video conference. Each site connection is initiated from our Video Operations Center and we only connect to those sites previously requested by the client. As standard, to ensure the quality of each video conference, InterCall provides 'Passive Conference Monitoring'. This service involves the continuous monitoring of each line status without viewing or listening to any part of the video conference. If previously requested, InterCall also provides 'Active Conference Monitoring'. This service involves the InterCall operator continually viewing and listening to the content, ensuring the highest possible quality is being transmitted for the duration of the video conference call.

The Video Operations Center

The InterCall Video Operations Center is manned 24/7 by security personnel and access is only granted to approved InterCall employees who have signed a confidentiality agreement. Clients are welcome to visit the InterCall Video Operations Center to gain first hand experience of our security features.

ISDN H.320 Security

Eavesdropping on the audio portion of an H.320 call is about as difficult as eavesdropping on a standard telephone call. Since a typical video call uses 6 separate connections across the network, viewing the entire conference is considerably more difficult: an eaves dropper would need to access all 6 channels and adjust the delay between them.