



# vitero inspire

## Product features V 2.0

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# 1 Introduction



**vitero (virtual team room)** is a web-based system for web conferencing, e-collaboration, live e-learning, language learning and teletherapy measures, based on a client-server architecture.

The **vitero inspire** product range is modular. It consists of the base modules **vitero inspire** and **vitero inspire+** as well extension modules, initially being offered under two licensing models. By individually combining the modules and licensing models, **vitero** can be adapted to various customer wishes.

In case additional functions are needed that do not yet exist in the **vitero** product range, **vitero** GmbH offers customer-specific adaptation and extension services on request. The product range and selection of licensing models will be expanded over time as well.

An overview of the functions offered by the various **vitero** modules and the licensing models is provided in the sections that follow.

## 2 vitero inspire [2]/[6]/[10]/[16]/[26]/[46]/[80]

**vitero inspire** encompasses the basic functions of the **vitero** product range, making it the ideal entry-level product for online communication. **vitero inspire** can be licensed in various room sizes (for 2, 6, 10, 16, 26, 46 or 80 participants), so it can be adapted to the customer's individual needs.

Currently the **vitero inspire** base module is available under the *Corporate Room*, *Corporate Café* and *Concurrent User* licensing models (see 4 Licensing models). Combining the **vitero inspire** base module with the extension modules is not possible. **vitero inspire** provides functions for holding effective online meetings, including the following among others:

### Basic functions

- Scalable virtual classroom and meeting room, currently for six to 80 participants (further expansion planned).
- Virtual table with 3 zoom levels that can be freely chosen by the participants.
- Representation of the participants with photo avatars including text chat, gestures, emojis and awareness elements.
- Up to two simultaneous webcam images in the display area (on the vitero table). The display size can be determined in the display area.
- 3 levels of detail with automatic adaptation to the available displays.
- Highlighting option via arrow or pointer on the presentation area.
- Highlighting function in the virtual room outside the presentation area, in the menus, on the title bar and on the personal menu bar.
- Distribution of links to all participants in the room via text chat.
- Access to the **virtual team room** only for registered users who are part of the booked group.

## Audio communication

- Choice of audio via **vitero** VoIP.
- Microphone objects for the moderator & co-moderator to grant the right to speak to the participants.
- Push-to-talk & mute function via button and keyboard. Push-to-talk function can be optionally deactivated for the room.

## Representation of content

- Media display: representation of the PDF, PPT, PPTX, ODP & JPG file formats, assigned in the Vitero Management System before the start of the session or to the group during the session.
- Screen sharing: transmission of dedicated windows or complete screen content. Option to have the application controlled remotely by one participant<sup>1</sup>.
- Audio player: Play of audio files (mp3) in the virtual room that are audible for all participants at the same time<sup>2</sup>.

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<sup>1</sup> Only possible with access via the **vitero** application file for Windows. These requirements apply only to the computer of the person who is showing.

## Vitero Management System (VMS)

- User administration including electronic user profile.
- Group assignment with the following roles: team leader, assistant and participant.
- File management<sup>2</sup>: team-specific and user-specific.
- Team room booking including automatic invitation of the participants by e-mail with Outlook entry and automatic reminder function.
- User import via participant list with optional name recognition from e-mail address.
- Presentations in the PPT, PPTX and ODP format are automatically converted during the upload to the VMS, so they can be presented in the **vitero** room. PDF files are not converted.

The following characteristics and functions of the virtual team room are also available with **vitero inspire**:

### Ergonomics



Layout of the virtual room as a table with chairs and presentation area in the middle of the table.



Photo-based avatar with name tag and status information (e.g. "absent") and gestures (e.g. hand signal).



Participant role changes optionally possible by participants themselves.



"What You See Is What I See" principle: all participants see the same image on the screen, respectively track the same changes.



Participants with the right to speak can temporarily mute their own microphone ("cough button").



"Be right back" status: to visualize brief absences and avoid unintentional listening in by cutting the audio channel in the virtual room.

<sup>2</sup> Note regarding the data volume under the SaaS licensing model: the upload per file is limited to 25 MB. The maximum data volume per SaaS customer is 500 MB (both values can be increased on request).

## Verbal communication



Each participant has their own voice channel so that all participants can speak at the same time if needed.



Participants independently can pass the microphone on from one to the next.



Granting of the right to speak by passing on a microphone object.



The audio settings of each participant can be configured not only by themselves but also by the moderator.



Option for two moderators in a session, for example a moderator and a co-moderator.



Display of text chat messages as a speech bubble next to the author's avatar to enable assignment.

### 3 Data protection and data security



Server location in Germany with no foreign dependences establishes the basis for jurisdiction under the strict German Federal Data Protection Act.



TÜV certification according to ISO 27001 means outstanding server availability with optimal data protection and security.



Strict access and data protection, including confidentiality of the session content and participant control at all times regarding the handling of their personal data.



Extensive configuration options for functionality and security, permitting precise adaptation to internal company requirements.



## 4 vitero inspire+ [2]/[6]/[10]/[16]/[26]/[46]/[80]

**vitero inspire+** encompasses all functions of **vitero inspire** and provides additional features for advanced moderation and collaboration. The scope of functionality can also be extended with the **vitero** extension modules.

The **vitero inspire+** module can be licensed in various room sizes (for 2, 6, 10, 16, 26, 46 or 80 participants) and is available under all disposable **vitero** licensing models. It adds the following features to the virtual team room's scope of functionality:

### Collaboration

- **Card query:** Open and hidden card queries can be performed. Optionally, a limited number of cards can be dealt. The colour and shape of the cards can be adjusted. A complex rights and role concept allows the participants to edit and move only their own cards, whereas a moderator can move and delete, e.g. double cards.
- **Sticky points:** Moderators can use sticky points and also perform personalized or anonymous points queries with the participants. There are 20 differently designed sticky points, which can be dealt in an unlimited or specific number.
- **Multiple Choice:** New surveys can be created directly in the virtual room or queries that have already been created can be selected to distribute to your group of participants. You also have the choice between different answer options and schemes, presentation and sorting options for your results.
- **Co-Moderation:** With a further moderator's seat, two moderators can hold a session together or divide into moderator and co-moderator.
- **Adjoining rooms:** By setting adjoining rooms, it is possible to split into different groups in order to perform group work, for example.

## Communication

- **Secure phone calls:** As an alternative to the audio communication via Voice-over-IP (VoIP) in the virtual room, an audio connection via telephone can be established. Personalized dial-up codes are first generated dynamically and then transmitted in encrypted form, so that they can not be viewed or used by others. This way, a secure audio communication can be built via telephone.

## Summary



Availability of virtual cards for participants and moderators as a tool for brainstorming and decision making, as well as for collecting, organizing and prioritizing participant contributions.



Possibility of two moderators per session, e.g. for the division into moderator and co-moderator.



Interactive assignment of visual elements during a session, e.g. for voting or evaluations.



Execution of anonymous multiple-choice queries with automated evaluation. The result is shown as a diagram, including evaluation details.



Participants can divide into groups to work parallel in freely accessible, virtual secondary rooms and subsequently discuss the results.



Telephone dial-in<sup>3</sup> with encrypted transmission of a personalized dial-in code.

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<sup>3</sup> Requires a tone dialing telephone.

## 5 Extension modules for vitero inspire+

### 5.1 vitero monitoring / monitoring+<sup>4</sup>

With **vitero monitoring**, data about the use of **vitero** (such as total capacity utilisation, participant-specific room use and the like) can be collected and evaluated.

Various filter options such as group-specific filtering are available for the recorded data. The period under review can be adjusted as well. Selected data can be easily exported in the CSV format with a mouse click, for example for processing in Microsoft Excel.

Data capture can be anonymous or personalised. This makes it possible to adapt **vitero monitoring** to the respective company's data protection law situation on delivery.

Overview of the **vitero monitoring** functions:

- Session overview: session start, session end, session duration, session group, number of session participants.
- Session participant overview: participant name, participant role (in the group), time of entering the **vitero** room, time of exiting the **vitero** room, time spent in the **vitero** room.
- Capacity utilization overview: highest number of participants in a certain time interval (interval length: 15 minutes); number of concurrent users still available (if licensed); in conjunction with **vitero audience**: maximum number of spectators and number of spectators still available.
- Filtering: by group, by time period and by client (only for on-premises customers with additional "multi-client capability" function).
- CSV export function (editable in Microsoft Excel).

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<sup>4</sup> Additional licensing costs apply.

### **vitero monitoring+**

This module extends the functionality of **vitero monitoring** by automatically assigning credit points. Thereby, attendance time (time logged in to the virtual team room) of a **vitero** session is evaluated.

The number of credit points for a session, as well as the criteria for earning points within a single session - minimal duration of attendance - can be specifically defined and evaluated for each customer.

Gathered credit points are stored on the server and can be downloaded as CSV participants list in the Vitero Management System (see *Statistical Recordings*).

## 5.2 vitero event manager<sup>5</sup>

The **vitero event manager** supports the planning and organization of virtual events such as webinars.

Event registration can be offered with public access via any website, restricted to selected participants or for specific **vitero** groups.

Invited persons do not need a **vitero** user account for the public event. In case of restricted access events, the participant has a choice of 3 registration options:

- Without a **vitero** user account
- With a **vitero** user account
- Creation of a new **vitero** user account

The registration options can also be limited by customer request, for example that only one registration option is available.

A **vitero** user account is required for group-specific events.

After registration, the participants automatically receive an individual access link for the chosen event by e-mail. The individually generated access link can be viewed by the organizer in the VMS.

Optionally the maximum number of participants, a registration deadline and additional detailed information can be stored per event date if desired.

It is also possible to set a (mandatory) field for a group that is requested during event registration.

The organizer can view registrations for an event in the VMS, and with the licensing of **vitero monitoring** (personalized) also view participation.

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<sup>5</sup> Additional licensing costs apply.

## 5.3 vitero session recorder<sup>6</sup>

The **vitero session recorder** creates recordings of your sessions. A recording button simply needs to be pressed. All participants are visually informed about the recording and its current status by an on-screen camera control and a colour-coded frame.

About the function / use:

- The recording function needs to be activated in the appointment booking prior to the session.
- Recordings are created with an integrated recording function, which is either located on the moderator's (group leader or administrator) computer or on a separate recording computer.<sup>7</sup>
- The recordings are saved compressed as mp4 files.
- The recording option (recording control symbols) is visible to all participants present in the **vitero** room.
- During a running recording, the frame changes to red and is visible to all participants present.<sup>8</sup>
- The recording area can be selected: only the display area, the display area and the avatars or the entire room incl. menus.

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<sup>6</sup> Can be additionally licensed for a fee.

<sup>7</sup> The recording computer needs to be connected to the virtual team room via sound card (vitero VoIP, not via telephone).

<sup>8</sup> All visible windows in the red recording frame are captured.

## 6 Licensing models

Various licensing models are available to optimally match the **vitero** software to individual customer needs which can be purchased as needed.

### 6.1 Corporate Room

A number of virtual rooms that can be used by your entire organization for internal and cross-organizational communication. Booking is through the Vitero Management System. The number of Corporate Room licenses determines how many **vitero** rooms can be used simultaneously.

### 6.2 Corporate Café

The license model **Corporate Café** allows to use **vitero** as a meeting point for spontaneous gatherings, e.g. for self-organized learning groups. **Corporate Café** is based on the module **vitero inspire+** (extension modules on request). A **Corporate Café** room is typically accessible twenty-four-seven, allowing spontaneous meetings at the **vitero** tables in the adjoining rooms.

### 6.3 Concurrent User<sup>9</sup>

The Concurrent User licensing model establishes how many users can be online in **vitero** rooms at one time.

Each Concurrent User license includes an unlimited number of Corporate Room licenses. This means the concurrent users can split among any number of rooms.

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<sup>9</sup> Offered in units of 100.

## 7 Additional vitero functions

Individual adaptations in form of additional functions and configuration versions can be licensed for the following **vitero** modules. This allows **vitero** to be tailored precisely to special customer needs.

### 7.1 Optional additional functions for vitero inspire+<sup>10</sup>

The **vitero inspire+** module offers the following additional functions that can be licensed.

#### 7.1.1 Multi-client capability of the Vitero Management System<sup>11</sup>



This additional function makes the Vitero Management System multi-client capable. Multi-client capability makes it possible to divide the VMS into logical units (clients) that can be administered individually. The following functions are available among others:

- Individual administration rights can be assigned to each client.
- Client-specific time quotas make separate billing possible.
- Clients have their own participant and group administration and file management.

#### 7.1.2 Web Service Interface



The **vitero** web service interface allows the link-up of third-party software to **vitero**, e.g. learning management systems (LMS). You can find further details on the subject [here](#).

**vitero** web service interface is also required for the usage of all available **vitero** learning management connectors, see chapter 6.1.3.

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<sup>10</sup> Additional licensing costs apply.

<sup>11</sup> For on-premises only.



### 7.1.3 Learning Management System Connectors



A **vitero** LMS connector enables the seamless transition from an LMS into the virtual classroom without a repeated login (single sign-on). Moreover, an administration of users, teams, and **vitero** appointments via the LMS as the leading system is made possible. You can find further information about the currently available **vitero** connectors [here](#).

## 8 Provision of service

### 8.1 Provision

The software, including technical documentation, shall be provided via the internet (from the computer centre interface to the internet).

As far as technically possible, **vitero** shall make its server capacities available to the contract partner 24/7.

### 8.2 Availability

#### 8.2.1 Availability of the server and data paths

Servers and data paths to the interface of the data centre to the internet are available at least 99% of the time (annual average for system availability).

This does not include times when the corresponding servers cannot be reached due to technical issues or other problems beyond the control of **vitero** (force majeure, fault of third parties as well as hardware/software of third parties, etc.). This also excludes insignificant reductions in the suitability as well as technical or other problems arising from non-compliance with our minimum system requirements. These circumstances do not affect the services provided by **vitero**.

#### 8.2.2 Lower availability of the server and data paths

A lower availability not exceeding 1% may result from circumstances within **vitero's** sphere of influence (e.g., maintenance work during off-peak hours to avert a specific risk).

If maintenance work is necessary for the provision of the software (e.g., security measures, troubleshooting), a maintenance window shall be designated, preferably during off-peak hours outside the regular business hours of **vitero**. We will inform as quickly as possible if there are any operational impairments caused by maintenance work. Such maintenance work shall not affect the contractually agreed provision of services unless due to the fault of **vitero**.

### 8.2.3 Availability of the transmission paths

**vitero** or its vicarious agents shall provide the contract partner with 24/7 online services for holding integrated telephone conferences, subject to the availability and quality of the transmission paths provided by information and telecommunication service provider (network operators). If maintenance work is necessary for the provision of the online services, 8.2.2 shall apply accordingly.