



VisibilityOne Video Conferencing and UC&C Monitoring

Imagine the Unimaginable

VisibilityOne is the only monitoring tool that eliminates hours of futile troubleshooting work for Zoom, Poly, Cisco, Jabra, Logitech, as well as IoT and USB attached devices in your collaboration and AV rooms, both on-premise and remote. No need for a dedicated server nor infrastructure.

VisibilityOne goes deeper with incredible real-time alerts on dozens of parameters, from call disconnect reasons to temperature and battery life remaining on a codec. Combine this with network performance, IoT device health, and QoS during a call and you'll be armed with critical fault information so that you'll never be needlessly rebooting devices that are not the issue. We cover practically all the Poly and Cisco line of codecs in our dashboard, all without the need of dedicated servers or infrastructure.



When it comes to Zoom rooms, we offer incredibly deep insights and AI-driven actions to even rectify issues before they reach your desk.

- Our Exclusive Zoom Plugin Self-Heal feature detects and recovers the system from software malfunctions
- Failover to other cameras and speakers in the event of a non-responsive device during a call
- Auto Preset defaults back to preset devices in case of unintentional device selections, a big-time saver for IT
- Enablement of Jabra-Panacast People Count
- Remote Hardware Reboot quickly to mitigate problems
- [Spend less, get more with the VisibilityOne monitoring](#), it's the only application that IT professionals trust to monitor their UC and video conferencing systems. Say goodbye to the stress, burnout, and redundancy in IT.

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VisibilityOne Service Features

| | visibilityone | | visibilityone | |
|------------------------------------|--|------|---------------|--|
| Setup and Management | Solution cost | \$\$ | | |
| | App based installation | ✓ | | |
| | Cloud UI setup | ✓ | | |
| | Cloud UI Management | ✓ | | |
| | UC infrastructure required | ⊘ | | |
| | Direct communication to video device | ✓ | | |
| | API based monitoring platform | ✓ | | |
| | Simple setup | ✓ | | |
| | | | | |
| Cloud Service Monitoring | Cloud to cloud direct monitoring | ✓ | | |
| | Live room & user performance | ✓ | | |
| | Live call status | ✓ | | |
| | Call history | ✓ | | |
| | Participant list with QoS performance | ✓ | | |
| | Mic, speaker, camera disconnect alerts | ✓ | | |
| | Adjustable QoS alerts | ✓ | | |
| | Scheduled meeting calendar view | ✓ | | |
| | Detailed list view of performance | ✓ | | |
| | | | | |
| Essential Device Monitoring | Realtime monitoring | ✓ | | |
| | Live video device performance | ✓ | | |
| | Video device - on call status | ✓ | | |
| | Call disconnect/failed reason | ✓ | | |
| | Call quality QoS details | ✓ | | |
| | | | | |
| Advanced Device Monitoring | Scheduled meeting calendar view | ✓ | | |
| | Camera disconnect insight | ✓ | | |
| | Microphone disconnect insight | ✓ | | |
| | | | | |
| | Remote system reboot | ✓ | | |
| | Network quality alerts | ✓ | | |
| | Gatekeeper registration | ✓ | | |
| | Call history | ✓ | | |
| | Remote system wake | ✓ | | |
| | Proactive site-to-site QoS testing tool | ✓ | | |
| | Adjustable QoS alerts | ✓ | | |
| Detailed list view of performance | ✓ | | | |
| Reports and analytics | ✓ | | | |
| | | | | |
| Security | One port for all outbound data (443) | ✓ | | |
| | All data communication encrypted (SSL) | ✓ | | |
| | Full data backup | ✓ | | |
| | GDPR compliant | ✓ | | |
| | Inbound firewall/VPN into client network | ⊘ | | |
| | | | | |
| Additional | Slack integration | ✓ | | |
| | Email to ticket alerts | ✓ | | |
| | MSP multi tenant view | ✓ | | |
| | MSP branding | ✓ | | |
| | MSP custom data collection App | ✓ | | |



"VisibilityOne delivers a single view of multiple hardware vendors and cloud services. Not toggling between multiple dashboards and complex tools is truly a game changer." said Dave Van Kanegan, executive IT leader and strategist at US Foods



Contact us at
 info@visibility.one
 1309 S Myrtle Ave.
 Monrovia, CA 91016, U.S.A.



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Monitoring for zoom rooms

Simple. Powerful. Self-service.

AVOID UNNECESSARY SITE VISITS, OFFER A SELF-SERVICE MONITORING SOLUTION, AND GO BEYOND SIMPLE API REPORTING.



Zoom API's with V1 Collector*

Standard features:

- Online status
- Live call stats
- Available status
- Scheduled meeting
- Network performance
- Live participants list
- Mic/Camera name
- Utilization for the month
- Call recordings for the month
- View data collector status
- View client access level
- Remote support access
- Offer a self-service solution
- IoT device monitoring

*Requires Zoom API and the VisibilityOne Collector. Collector to be downloaded to PC/NUC/Windows device (one per location).

**Requires the VisibilityOne zoom room plugin, download to PC/NUC/Windows device (one per zoom room).

Zoom API integration with V1 Plugin**

Enhanced plugin features:

- Online status
- Live call stats
- Available status
- Scheduled meeting
- Network performance
- Live participants list
- Mic/Camera name
- Utilization for the month
- Call recordings for the month
- View data collector status
- View client access level
- Remote support access
- Offer a self-service solution
- IoT device monitoring
- Self-healing (connected devices)
- Self-healing (auto recover zoom app)
- Room presets restoration
- USB device monitoring
- Cam/Mic/Speaker backup failover
- Cam/Mic/Speaker selection
- Volume control
- Logitech Sync integration
- Jabra-Panacast people count

Monitoring for zoom users*

Simple. Powerful. Actionable.

SUPPORT USERS QUICKLY, AVOID UNNECESSARY ESCALATIONS. GAIN ACTIONABLE INSIGHT TO GO BEYOND SIMPLE API ALERTS.



Zoom API's Integration**

Standard features:

- Call status
- Live call statistics
- Scheduled meetings (24 hrs.)
- Live call participants list (User initiated calls)
- Live call participants QoS (User initiated calls)
- Connected device list (Mic/Camera, speaker)
- 30-day utilization list
- Call recordings for the month
- Alert notifications
- Customizable network alerts
- 30-day incident history

* V1 desktop client coming Jan. 2021

**Requires Zoom API.

***Requires Zoom API and VisibilityOne zoom desktop client, download to PC/Windows device (one per desktop room).

Zoom API integration with V1 desktop client***

Enhanced plugin features:

- Call status
- Live call statistics
- Scheduled meetings (24 hrs.)
- Live call participants list (User initiated calls)
- Live call participants QoS (User initiated calls)
- Connected device list (Mic/Camera, speaker)
- 30-day utilization list
- Call recordings for the month
- Alert notifications
- Customizable network alerts
- 30-day incident history
- Desktop health (cpu, mem, disk)
- Network path detection (See the path a call is taking/network) performance.
- Remote relaunch meeting app
- Remote heal malfunctioning device (mic, speaker, camera)
- Remote reboot desktop
- Logitech Sync integration
- Jabra-Panacast people count

Managed Service Provider features

Easy setup. Generate revenue. Reduce cost.

AVOID UNNECESSARY SITE VISITS, OFFER A SELF-SERVICE MONITORING SOLUTION, OR PROVIDE A MANAGED SERVICE TO GENERATE MORE REVENUE.

Integrator

Current integrator features:

- Provision new clients
- Set up trial accounts
- Set up service start/end terms
- Enable/Disable client dashboard
- View trial reports
- View subscriptions reports
- View inactive reports
- Access a global dashboard view
- View data collector status
- View client access level
- Remote support access
- Offer a self-service solution

MSP

Current MSP features:

- Provision new clients
- Set up trial accounts
- Set up service start/end terms
- Enable/Disable client dashboard
- View trial reports
- View subscriptions reports
- View inactive reports
- Access a global dashboard view
- View data collector status
- View client access level
- Remote support access
- Offer a self-service solution
- Provision/manage new integrators
- Assign accounts to integrators
- Customizable MSP alert notifications
- Full custom branding (white label)
- Custom app branding
- Custom integration options
- Custom development options



VisibilityOne, Your Way

Cloud to On-Prem.

WE UNDERSTAND THAT ONE SIZE DON'T FIT ALL, THAT'S WHY VISIBILITYONE IS ABLE TO DELIVER MONITORING SERVICES THAT FIT YOUR NEEDS.



CLOUD: VisibilityOne cloud services can quickly be provisioned with our self-service offering. It is simple to set up and offers great flexibility to companies of all sizes. This is the most popular choice for IT professionals looking for a solution that is affordable and requires minimal technical experience.



GOV-CLOUD: For environments requiring stricter access to cloud resources, we recommend VisibilityOne Gov-Cloud. VisibilityOne Gov-Cloud allows all monitoring services to connect to our Gov-Cloud instance to meet the needs of organizations that support government clients.



ON-PREM: For environments requiring zero cloud access, we recommend VisibilityOne On-Prem. An On-Premise installation of VisibilityOne allows all monitoring services to remain on the clients' internal private network and requires zero cloud access. Managed Service Providers with secure access to the clients' network can fully support alerts and events. The On-Prem solution is intended to serve the needs of government and highly sensitive organizations.



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