

- 1 The network delivers user request for audio and Web content to the Load Balancer. Also, the network delivers visual Web content to the user, synchronized with audio.
- 2 Load Balancer routes request to Web servers through switch, to optimize performance.
- 3 Web Server add-in routes requests to Web Server or audio control server as appropriate. Web visual content is sent back to user over the network by the Web Server.
- 4 The control server routes requests to audio servers - VoIP requests to VoIP servers and telephony requests to telephony servers. The Control Server also performs load balancing for optimal performance.
- 5 If the audio request is for telephone audio, the telephony audio server sends the audio over the telephone network to the user's phone, synchronized with the user's actions.
- OR
- 6 If the request is for VoIP audio, the VoIP audio servers send the audio to the user's VoIP client software over the network, synchronized with the user's actions.

IntenseSound installation instructions, and configuration options can be found in the document IntenseSound Installation and Configuration Guide. To make the initial authoring easier, use all of the recommended directory structures and mappings, when installing the software on the Audio Server and the Web Server.

1.5. Determine Which Connection Types To Support

Usually an IntenseSound-enabled site informs a user that audio is available and invites them to initiate an audio connection. This connection can be a telephone call or a Voice over IP (VoIP) call. Either or both IntenseSound implementations can be used on a given Web site at the same time. The telephone connection uses a regular telephone line for the audio connection, while VoIP calls use the network connection for the audio.

Voice over Internet Protocol is a form of Internet telephony created to enable phone calls over the Internet infrastructure, instead of using traditional telephone lines. There are several protocols available for Voice over IP. IntenseSound currently supports the protocol known as H.323. Additional protocols will be added as necessary. There are several H.323 clients (or