AstriCon®

The Open Source Telephony Conference & Exhibition

October 13-15, 2009
Renaissance Glendale Hotel & Spa
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AstriCon 2009!

We are excited about AstriCon's sixth year as the official conference for Asterisk, the world's leading open source PBX, telephony engine, and telephony applications toolkit. AstriCon's mission is to expand awareness and knowledge of Asterisk over the course of a three–day conference and exhibition. AstriCon includes a wealth of information for every Asterisk user, whether you are getting started or have already discovered the power of Asterisk.

Who Will be at AstriCon?
You will not find a greater mix of individuals than at AstriCon. From code gurus to venture capitalists to social activists, AstriCon brings together an astounding and vibrant mixture of perspectives, goals and outlooks. From organized group meetings, to all–night coding sessions in the Code Zone, AstriCon is the place to connect with the Asterisk Community.

This year's event has expanded to reach the broad group of professionals who design and manage large enterprise, government, and carrier networks. Celebrating the tenth anniversary of Asterisk's release as an open source project, the conference will be rich with content for Asterisk software developers, Digium's channel and technology partners, and business users from small, medium and large companies. Those also expected to be in attendance include:

- Programmers
- Open Source Coders
- Enterprise IT
- Software Developers
- PBX Developers
- Call Center and CRM Developers
- System Integrators of Open Source Technology
- Entrepreneurs and Web 2.0 Integrators

John

John Todd
AstriCon 2009 Organizer

Table of Contents:

Keynote Speakers

Chris DiBona - Wednesday, October 14, 9:00AM

Chris DiBona is the open source programs manager at Mountain View, Ca. based Google where his team oversees license compliance and supports the open source developer community through programs such as the Google Summer of Code and through the release of open source software projects and patches.

Mr. DiBona is an internationally known advocate of open source software and related methodologies. He occasionally appears on the This Week in Tech and Cranky Geeks podcasts. He is a visiting scholar at the MIT Sloan School of Management and has a masters in software engineering from Carnegie Mellon University. Additionally, he serves on the advisory board of imeem, a San Francisco, Ca. based social networking firm.

Before joining Google, Mr. DiBona was an editor and author for the website Slashdot.org . Additionally, he coedited the award–winning essay compilations "Open Sources" and "Open Sources 2.0" and writes for several publications. He was the host of Floss Weekly with Leo Laporte and made a number of appearances on TechTV's "The Screensavers"

Chris DiBona
Open Source PM

Google

Mike Smith - Thursday, October 15, 9:00AM

Mike is a Distinguished Engineer whose current job is the CTO for the integrated IBM Smart Business Platform offering. In this role, Mike is responsible for the overall technical strategy for Smart Business, leveraging the capabilities and assets of STG, SWG, GTS, ibm. com, ISC and Research, and leading the software development teams for Smart Business in STG, SWG, and ibm.com.

Mike is also leading partnerships in new software business opportunities, including completed partnerships with Zend, Databorough, IBI, and MySQL. Mike also frequently gets involved in software design and architecture, customer and partner consultations, and customer critical situations.

In previous responsibilities, Mike was the lead i5/OS and SMB Chief Software Architect, responsible for i5/OS software strategy and plan. Prior to that, Mike led the ERP development area for the AS/400 and was responsible for the BaanERP port and a technical leader on the SAP R/3 port (for which he received a Corporate Award). He was the lead Software Architect for i5/OS since 2000.

Mike is a 1986 Computer Science graduate from Michigan Technological University and a 2004 Executive MBA graduate from the Kellogg School of Management at Northwestern University.

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Tuesday, October 13, 2009

	Ecosystem	Asterisk 123	Cloud Computing Training	Switchvox
	Cira B	Cira A	Solana B	Solana CD
9:00	Loquendo Speech Technologies as a Key Differentiating Factor for Asterisk Based Solutions	Intro to Asterisk		Extend API Fundamentals and Components
9:30	Unifying telephony and video conferencing with Asterisk			
10:00	Open Source PBX: Market Size, Forecast and Analysis			
10:35	Break			
11:00	EC4	PBX Basics		Developing Real-World Business Integrations with the Extend API
11:30	EC5			
12:15	Lunch			
1:45	Robust Affordable Speech Recognition for Asterisk	Basics		The future of the Switchvox API, and Q&A
2:15	Simplifying Asterisk & Switchvox Installations			
3:00	Break			
3:30		Basics		
4:00	IBM Smart Business and Asterisk.... making integration incredibly easy!			
5:00-7:00	Reception in Exhibit Hall			
7:00 pm - 1:00 am	Code Zone Opening Party - See details on page 9			

Apply for Asterisk Certification - $300.00
Testing Available Tuesday October 13th - Thursday October 15th, 8:00 am - 5:00 pm
Pre-registration is required

dCAP is a certification program offered at AstriCon. The test is a verification of your knowledge of Asterisk and covers a specific released, stable version of Asterisk. The dCAP test consists of a written exam concerning Asterisk and Asterisk-related technology, and a practical lab exam in which you are asked to configure a PBX according to a given specification. The exam will take approximately 3 hours total to complete. Should you choose to sit the exam, you will be asked to sign up for a time to sit the exam while at AstriCon. Please note that the exam will only take place during conference hours, so please choose carefully.

dCAP Breakfast - October 14, 8:00 am - 9:00 am
For dCAP Professionals Only - More details to follow

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Wednesday, October 14, 2009

	Carrier / Call Center	Cloud	Government / Enterprise	Tech Talks
	Cira A	Cira C	Solana CD	Cira B
7:30	Breakfast - Exhibit Hall Open			
9:00	Keynote Presentation by: Chris DiBona, Open Source PM, Google			
10:00	Building a Distributed Call Center	Negating IP Centrex with Asterisk and VMWARE	Ultra-Reliable Asterisk: Trading Room Floor Implementations	Devloping AGI & AMI Applications with Ruby and Adhearsion
10:35	Break - Exhibit Hall Open			
11:00	Contact Center: how to reduce costs using Asterisk as an Open all in one	Three aproaches to high availability for a Telephony System	IP businessmanager replaces traditional enterprise telephony systems in the Netherlands	CLI filtering: the new way
11:40	Connecting your Enterprise with Asterisk: IAX2 to Carriers	Reinventing the Dialplan	FreePBX Turns Five	HDVoice & Asterisk: Hearing the Sirens Song
12:15	Lunch - Exhibit Hall Open			
1:45	Tutorial on Local Number Portability and why it is important for Asterisk based service providers	Asterisk Xenified	Enterprise Panel	New Topics in Database Integration
2:25	Asterisk Infiltrating the Answering Service Industry	Virtualizing Asterisk with OpenVZ	Asterisk Applications - Unexpected Hurdles	Making the most of connected party information in Asterisk
3:00	Break - Exhibit Hall Open			
3:30	Contact Center Analytics: Open-source Reporting Practical Examples	VoIP in a cloud	Asterisk Applications: Making Open Source Work With Closed Source	Making the Business Telset Relevant Again
4:00 - 6:00 pm	Exhibit Hall Open			
8:00	All Conference Party			
10:00 am - 1:00 am	Code Zone			

Thursday, October 15, 2009

	Carrier / Call Center	Commerce	Government / Enterprise	Tech Talks
	Cira A	Cira C	Solana CD	Cira B
7:30	Breakfast - Exhibit Hall Open			
9:00	Keynote Presentation by: Mike Smith, Distinguished Enginer, STG SW Architecture / Strategy IBM			
10:00	Using Asterisk to Implement Intelligent Call Center Solutions	Decision Point: Why Asterisk Molds To Any Business or Organization	Unified Communication: the Asterisk VoIP technology improves the Desktop Video Conference Service.	Let Asterisk Know Your Schedule
10:35	Break - Exhibit Hall Open			
11:00	Mobile VoIP: more minutes, no CPE	Trademarks- You Can't Not Use Them	Large Enterprise Asterisk Cluster	A year of Skype for Asterisk – What you can do
11:40	Best practices for reliable carrier-grade telephony	Asterisk In the IT Channel: Partnering for Profits	voopIX - Biggest Asterisk Implementation in Croatia	Asterisk, Instant Messaging and Presence: how?
12:15 - 1:45 pm	Lunch - Exhibit Hall Open			
1:45	OpenSIPS - clustering and balancing Asterisk	Building a Sustainable Business Enterprise with Asterisk	Citywide voice & video telephony using asterisk and open source embedded hardwear	Asterisk integratation into MSSQL database
2:25	Text-To-Speech Applications Using Static and Dynamic Prompts Together	How to be successful selling open source PBX systems	Enterprise Asterisk: 5 Clever Tricks of the Trade	The OpenBTS Nevada Test Site
3:00	Break			
3:30	Asterisk Roadmap - an overall Asterisk project update			
	Code Zone Open From 10:00 am - 5:00 pm			
	Conference Ends 5:00 pm			

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Building a Distributed Call Center
Wednesday - 10/14/09, 10:00-10:35am

This talk will discuss how to build a call center with many Asterisk systems across a WAN using an MPLS network. Examples and discussion will focus on a real-life implementation that was built over a period of a year and a half. You will learn about what is possible currently, and some of the limitations in building a distributed call center application. The call center we'll discuss is an inbound call center that utilizes agent logins from SIP devices that can login to queues either in the corporate center, or answer calls from queues located at remote branches. This call center also contains phone level permissions to control who can monitor (or be monitored) and who will have their calls recorded. This is a talk that anyone who is interested in using Asterisk's queue system will want to attend.

Presented by: Leif Madsen, VoIP Engineer and Consultant, Digium

Contact Center: How to Reduce Costs Using Asterisk as an Open All in One
Wednesday - 10/14/09, 11:00-11:35am

Presence Technology will show how an Asterisk based all-in-one solution is the most beneficial alternative for today's Contact Center needs. Asterisk provides an open communication platform which tightly merged with an all-in-one modular Contact Center solution provides all features needed on a Contact Center with minimum IT burden simplifying the implementation, configuration, and platform operation, all nicely packaged on a unified management interface. There is no need anymore to integrate different and isolated Multi-point contact center solutions which makes tedious to adapt the different systems from a diversity of vendors which needs to be aligned to fulfill the dynamic organizations needs. Using Asterisk drastically reduces the investment needed to own the solution while the all-in-one natively integrated multi-channel suite provides a pre-integrated and fully consolidated Contact Center infrastructure which extremely reduces implementation, maintenance and ownership costs. And what might be most important, all information needed by the operational personnel and decision makers is fully consolidated on a single data repository. At last a solution focused to empower the business user which allows organizations to get focused on their core business.

Presented by: Jose Luis Castaños, Founder & EVP of Business Development, Presence Technology

Connecting your Enterprise with Asterisk: IAX2 to Carriers
Wednesday - 10/14/09, 11:40-12:15pm

SIP trunking has become the next generation of choice for PBX interconnection, and Asterisk fully supports the strategy. For many, the IAX protocol has special merit in PBX trunking and support of services and is overcoming issues with firewalls and network address translation problems. This panel takes a looks at the meet point for interconnection and the considerations needed in developing a strategy to enable carrier-to-business communication.

Presented by: Dayton Turner, CTO, Voxter Communications

Tutorial on Local Number Portability and Why it is Important for Asterisk Based Service Providers
Wednesday - 10/14/09, 1:45-2:20pm

Tired of getting screwed by your SIP Trunking Providers?

If you resell SIP trunking services from major carriers, then you have probably been shafted multiple times in billing disputes where you paid a lot more than you expected for termination. These settlement disputes often arise because the called number had been ported to a different provider. And the problem is getting worse as the number of ported number grows. The solution to your problem is to route calls based on the routing number, not the telephone number.

This session will provide all the details on arcane telecom details such as the difference between a telephone number and a routing number. This session will also explain how carriers route based on OCN (Operating Carrier Number) and how the LRN (Local Routing Number) relates to the OCN. In addition, we summarize the LERG (Local Exhange Routing Guide) and explain why routing based on NPA-NXX is wrong and why you need to route based on LRN which looks just like an NPA-NXX but is different. In the process, the role of the NPAC (Number Portability Administration Center) will be explained.

To wrap-up we will explain what the Local Number Portability options are for Asterisk users and how they can be implemented.

Presented by: Jim Dalton, Chief Executive Officer, TransNexus, Inc.

Asterisk Infiltrating the Answering Service Industry
Wednesday - 10/14/09, 2:25-3:00pm

TASterix now supports an integrated Asterisk-based solution (Premise or Hosted) yielding increased flexibility, un-obstructed scalability, and un-matched business continuity while simultaneously offering a unique, customizable, and unprecedented cost structure for the answering service industry.

The term "cheaper" will no longer translate into "Inferior"

History: The answering service industry from an entity standpoint is a very small niche industry with +/- 2000 answering services within the US and Canada. As with any smaller niche industry, software solutions are typically proprietary, more expensive and lag technically behind the typical more aggresive and competitive software industry.

The answering service industry has been almost monopolized by 5-6 software vendors over the past 20 years who consistantly provide legacy phone systems absent of cost reductions passed onto end users.

Conclusion: With the infiltration of Asterisk based telephony, answering service owners will, for the first time in many years, experience a breath of fresh air with more competitive cost structures and more plentiful solutions at their finger tips.

Those answering service software providers who choose not to accept this new Asterisk model both from a cost and architecture standpoint, will only be postponing the inevitable.

The REAL question is, will the other vendors pass on such cost savings to the end users, like TASterix, or will they continue to maintain the old school cost facade which will continue to increase the cost of doing business for the end users/owners.
Presented by: Vince McGlone, CEO, President, TASterix

Contact Center Analytics: Open-Source Reporting Practical Examples
Wednesday - 10/14/09, 3:30-4:05pm

One of the most powerful ways to deliver ROI and deliver actionable business intelligence to end-users is by leveraging Asterisk's queue and call detail logging. Whether using a turn-key package like Queuemetrics to provide basic statistics and visibility, or developing full-blown cross-platform custom reports using Jasper Reports--this can take your next Asterisk

deployment to the next level.
Session will include:
- Common analytics requests and solutions.
- Discussion of turn-key reporting packages.
- Case studies and reporting examples.
- Ground up analysis of a Jasper Report Server solution.
Presented by: Corey McFadden, Managing Partner, Infradapt

Using Asterisk to Implement Intelligent Call Center Solutions
Thursday - 10/15/09, 10:00-10:35am

Software-based solutions that connect to existing telephony resources using Asterisk(r) and the Session Initiation Protocol (SIP) form a complete toolset for efficiently managing your call center and for providing the best possible service to your clients. Intelligent software applications that provide directory information, on-call scheduling, integrated messaging and automated contact-based dispatching maximizes return on investment by streamlining and auditing the call flow from start to finish. Client desktop communication tools make it possible to extend the power and functionality of these intelligent software applications directly to customers with no operator involvement. Remote operators have complete access to the same tools and capabilities as those in the call center through the software-based nature of these SIP solutions. AMTELCO is a Digium Asterisk Interoperability Partner, has been an industry leader in providing innovative call center solutions for more than 30 years, and has been awarded more than 20 U.S. and foreign patents. Attend this session and see the future of call processing, data capture, multi-database integration, reporting and more through AMTELCO's Intelligent Series software solutions.
Presented by: James Kleckner, Product Manager, AMTELCO

Mobile VoIP: More Minutes, No CPE
Thursday - 10/15/09, 11:00-11:35am

Every VoIP provider can become a Mobile VoIP provider.

You'll learn how to reduce customer provisioning costs and sell more minutes.

We'll discuss:

* the advantages of using the customer's mobile phone as CPE;
* how mobile VoIP translates into more VoIP minutes sold;
* the ways of offering mobile VoIP to your customers.
Presented by: Eric Chamberlain, CEO/Founder, RF.com – RingFree Mobility Inc.

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Best Practices for Reliable Carrier-Grade Telephony
Thursday - 10/15/09, 11:40-12:15pm

This talk will cover how to ensure that your production carrier telephony services run reliably. Topics include:

* Management culture.
* Cluster architectures.
* Rolling out upgrades and configuration changes.
* Staff responsibilities.
* Dealing with vendors.
* How to grow system capacity.
* Causes of outages in the real world.

Advice will be based on real-world experience from supporting 45 Enswitch systems of up to 150,000 users. There will be very little theory and lots of specific advice. If time permits, there will be a question and answer session at the end.

Presented by: Alistair Cunningham, Managing Director, Integrics Ltd

OpenSIPS - Clustering and Balancing Asterisk
Thursday - 10/15/09, 1:45-2:20pm

Staring with version 1.5.0, OpenSIPS has the ability to perform real load balancing between heterogeneous Asterisk peers. Each Asterisk can provide different sets of resources (like voicemail, transcoding, gatewaying, conferencing, etc).

For a call requiring a set of resources, OpenSIPS can determine which is the Asterisk box that can complete the call, keep the level load on the system.

The load-balancing mechanism is dynamic, can be tuned during runtime and also peers can provide feedback to the load-balancer in regards to their current load or changes in capacity.

Presented by: Bogdan–Andrei Iancu, Founder and developer, OpenSIPS project

Text-To-Speech Applications Using Static and Dynamic Prompts Together
Thursday - 10/15/09, 2:25-3:00pm

This session will go over examples of how to make text-to-speech applications using dynamic and pre-recorded audio prompts, including multi-step IVR text-to-speech applications.

Presented by: Matt Florell, President, Vicidial

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Negating IP Centrex with Asterisk and VMWARE
Wednesday - 10/14/09, 10:00-10:35am

Many companies had been involved in creating IP centrex solutions, some proprietary and some based on Asterisk. As the world of virtualization and cloud computing had become predominant in today's economy, so had the concept of IP centrex systems been negated by these technologies.

The talk will introduce a new way of thinking about Multi-Tenant office systems, without having the need to invest in building an IP centrex. Utilizing well known Asterisk related projects, such as FreePBX and QueueMetrices, a provider can build their own IP centrex environment, at a lower cost.

People attending the talk will walk away with new ideas and concepts of implementing high scale virtual office environments, utilizing readily available Open Source and Commercial Asterisk products.
Presented by: Nir Simionovich, CEO, Greenfield Tech

Three Approaches to High Availability for a Telephony System
Wednesday - 10/14/09, 11:00-11:35am

As Asterisk based systems become more widely deployed in larger environments and corporations, high Availability has become a much more important subject, given the involvement of bottom lines in the performance of the systems.

This will be a very practical, yet well supported speech. Attendees will learn the parts of a highly dependable system and three different ways to achieve High Availability, with the Pros and Cons of each approach.

Examples will be shown on how to configure systems.

Talking about High Availability has many different points of view. Many think it is only about having very expensive hardware.

But the main goal of this speech is to show that further up the way there are other layers of the system itself which need to be solved in order to provide a very higly dependable service.

We will talk about hardware redundancy, system redundancy, and configuration redundancy. Will show how we have deployed redundant systems based on Virtual environments with all the above, and its pros-cons.

Will show how to do database active replication, for configuration replication. And will show how to set one system to follow on another system's footsteps in order to take over in case of failure.

As said, we would address some of the layers that mixed together can create a very reliable system.

But also will talk about about how different layouts of these parts may affect your reliability, as well as your bottom line.

At the end of the speech, participants will know at least three different approaches to redundancy.
Presented by: Manrique Feoli, CTO, Kínetos

Reinventing the Dialplan
Wednesday - 10/14/09, 11:40-12:15pm

Is the Asterisk dialplan dead? Of course not. However, call control is being reinvented in several exciting new ways. In this talk, we explore new models for building voice applications such as Adhearsion and our own implementation of an in-cloud dialplan API with Twilio. Taking a programmer's perspective, we highlight desirable dialplan properties such as simplicity, automatic scalability, integration with existing databases and servers, and separation of business logic from telephony logic. We also explore the tradeoffs that Twilio has made to simplify the experience of building voice applications, including the concept of encapsulating the state of a voice call in a URL. We conclude with thoughts about how Asterisk could be streamlined for in-cloud dialplan APIs and the services that support them.
Presented by: Evan Cooke, CTO, Twilio

Asterisk Xenified
Wednesday - 10/14/09, 1:45-2:20pm

Virtualization has evolved from being a buzz-word some years ago to reality nowadays. It's widely used by small and medium size companies and gives them the ability to reduce costs and build scalable systems.

On the other hand, running Asterisk under a virtualization environment can get a bit tricky.

This talk will cover the setup of several Asterisk servers under Xen focusing on performance and giving tips and tricks needed to solve the problems that could arise.
Presented by: Saúl Ibarra, VoIP Consultant, Irontec

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The Open Source Telephony Conference & Exhibition

Virtualizing Asterisk with OpenVZ
Wednesday - 10/14/09, 2:25-3:00pm

This discussion presents the different types of virtualization technologies and the benefits of Kernel level virtualization with OpenVZ as the platform to build Asterisk PBX's on. This discussion will also include a step-by-step tutorial on building the OpenVZ server, creating the Asterisk PBX Virtual Environment, operating the server and performing periodic maintenance. Service providers can use this arrangement to deploy Asterisk PBX's on modern robust server hardware to minimize rack space and power in the data center.

Presented by: JR Richardson, CTO, Ntegrated Solutions

VoIP in a cloud
Wednesday - 10/14/09, 3:30-4:05pm

Cloud computing is one of the biggest things to happen to VoIP in the last three years.

We'll provide an introduction to cloud computing, outline the implications for Asterisk, and show how to get Asterisk running in the cloud in minutes.

You'll learn the steps, tips and tricks, and pitfalls to avoid when installing Asterisk in the cloud.

Questions we'll answer:
* Is cloud computing right for your Asterisk needs?
* What are the limitations of cloud computing?
* How can I use the cloud to scale?
* Is my data safe in the cloud?

Presented by: Eric Chamberlain, CEO/Founder, RF.com – RingFree Mobility Inc.

Back to the basics, the Code Zone will revert to it's historical roots. Join us for the opening party on Tuesday night. A bar will be available, as well as ample comfy seating and power. Become a part of the movement with other Asterisk coders. What will you design?

When: Tuesday October 13, 7 p.m. to 1 a.m.
Where: Aurora BCD

History
The Code Zone was first seen at AstriCon 2005 and was developed as an area where Asterisk coders and developers could gather and code well into the night. And so it began! Filled with late night coding sessions and pizza with Red Bull, it quickly became a popular hangout after conference sessions ended.

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The Open Source Telephony Conference & Exhibition

Decision Point: Why Asterisk Molds To Any Business or Organization
Thursday - 10/15/09, 10:00-10:35am
Learn the secrets of Asterisk's adaptability that Cisco, Avaya, and Nortel don't want you to know! Understand how Asterisk-based solutions adapt to every vertical and market, no matter how challenging the task. Uncover the many benefits of Asterisk's ROI, low TCO, potential for integration, and unparalleled flexibility.

Presented by: Matthew Nickasch, IP Communications Consultant and Analyst

Trademarks- You Can't Not Use Them
Thursday - 10/15/09, 11:00-11:35am
Asterisk and trademarks- you use both of them! And if you don't, well AstriCon is probably not the place for you. Or at the very least attending my presentation isn't the place for you. But, if you use Asterisk, be that selling it, developing it, or writing about it, you should know how to effectively use Digium's trademarks to describe and get the word out about what you're doing! That can range from using our logos for promotion to deciding how to name/describe your product or even your business. Also learn what NOT to do- woe unto you if you attend this presentation and I later get a notice that you've attempted to register one of our trademarks somewhere. Sense of humor a pre-requisite to attend and the ability to put down your laptop and stop coding in order to participate in the presentation strongly suggested.

Presented by: Michelle Petrone-Fleming, In-House Counsel/ Contracts Manager, Digium, Inc.

Asterisk In the IT Channel: Partnering for Profits
Thursday - 10/15/09, 11:40-12:15pm
During this session, three leading solutions providers will describe how they've built profitable consulting practices around Asterisk. We will explore on-premise and hosted approaches that generate one-time and recurring revenue opportunities and solutions providers. We will discuss how VARs can successfully position Asterisk solutions in the market. And we will explore the value-added services opportunities that Asterisk offers to channel partners. Session hosted and moderated by Joe Panettieri, co-founder of www.TheVARguy.com, the IT channel's leading blog.

Presented by: Joseph Panettieri, Editorial Director www.TheVARguy.com

Building a Sustainable Business Enterprise with Asterisk
Thursday - 10/15/09, 1:45-2:20pm
The commercial viability of open source sometimes eludes as much as it captivates us. How do we turn our passion into feasible and sustainable enterprise? How do we build a future around it? Join me as we explore an evolutionary path for our beloved Asterisk that can make this a reality.

Presented by: Robert Campozano, CEO, EUS Networks

How to be Successful Selling Open Source PBX Systems
Thursday - 10/15/09, 2:25-3:00pm
Attendees will be walked through the process of selling an open source Asterisk-based phone system starting with a site survey, to quoting a job properly, to closing the sale, and through installation and follow-up. Anyone that is getting into selling PBX systems or wants to maximize their sales techniques and profit should attend this talk.

Learn how to:
- Do a proper site survey to ensure the client site is properly prepared
- Learn the ins and outs of the quoting process and things to look out for
- Maximize your profits by making sure you have included everything the client needs
- Consider financing options such as lease options to help close deals
- Properly plan a PBX installation
- Ensure customer satisfaction with proper user training
- Ensure long term revenue and customer lock in with maintenance agreements
- Follow up, Follow up, Follow up for top notch customer satisfaction, repeat business and add-ons/upgrades and referrals

Attendees will be able to apply the techniques immediately to help close sales and maximize their revenue.

Presented by: Kerry Garrison, VP Strategic Initiatives, 888VoipStore

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Ultra-Reliable Asterisk: Trading Room Floor Implementations

Wednesday - 10/14/09, 10:00-10:35am

A technical synopsis of the requirements and benefits of running Asterisk in the trading room floor. Talk will examine best practices in design, implementation, provisioning, compliance and ongoing support of Asterisk on the trading room floor.

Presented by: Jeronimo Romero, Chief Technology Officer, EUS Networks

IP Businessmanager Replaces Traditional Enterprice Telephony Systems in the Netherlands

Wednesday - 10/14/09, 11:00-11:35am

The biggest OpenSource IP telephony implementations in the world based on Asterisk are currently conducted in the Netherlands. IsraPunt ICT, with Arno Jolink, CEO, enrolls currently several sites with > 15,000 IP telephony with the IP business manager concept

Presented by: Arno Jolink, CEO, IsraPunt ICT

FreePBX Turns Five

Wednesday - 10/14/09, 11:40-12:15pm

FreePBX has become the de-facto Open Source PBX Management Interface boasting millions of downloads and an installed base counted in the hundreds of thousands. The great combination of Asterisk and FreePBX has become a viable contender for any serious enterprise looking to expand their horizons and take telephony to the next level. Although often seen as a low cost contender, many savvy enterprises have found the strength and openess of this technology has empowered them to tailor their communications systems around their business vs. forcing their business to fit the limited abilities of many proprietary phone systems. As FreePBX turns five years old there are a lot of exciting progressions going on. The modular and flexible architecture of FreePBX has allowed customers to solve many important business needs.

With our five year anniversary comes the new rewrite of FreePBX version 3. The new design presents a consistent and extremely well documented modular and extensible interface making it easy for new and specialized functionality to quickly integrate and extend its capabilities allowing the ability to fine tune a system to the needs of your business if the functionality does not already exist amongst the rich capabilities available. Come

find out how FreePBX can help build a communications system around your business processes.

Presented by: Philippe Lindheimer, Project Leader / Open Source Community Director, FreePBX.org / Bandwidth.com

Enterprise Panel

Wednesday - 10/14/09, 1:45-2:20pm

Session info coming soon…

Moderated by: John Todd, Community Relations Manager, Digium

Asterisk Applications - Unexpected Hurdles

Wednesday - 10/14/09, 2:25-3:00pm

With Asterisk AGI programming, almost anything is possible. From phone based payment systems to providing real-time information, Asterisk makes it possible to bring information to anyone with a phone. Sometimes, even the simplest applications can have unexpected consequences. Building a real-time Parking Garage availability application in Ann Arbor, Michigan was met with great appreciation by residents but blocked by government who didn't understand how Asterisk gathered data -- interpreting it instead as a Security risk. The talk would explain that when building even the simplest public application, the designers should be familiar with public access laws and be able to articulate how their application gathers data. Freedom of Information will also be discussed.

Presented by: Fred Posner, Consultant, Team Forrest

Asterisk Applications: Making Open Source Work With Closed Source

Wednesday - 10/14/09, 3:30-4:05pm

This session will go over how to make open and closed source applications work together properly and how this is being done with many Asterisk-related applications successfully. Integration methods and legal issues will also be covered.

Presented by: Matt Florell, President, Vicidial

Unified Communication: the Asterisk VoIP Technology Improves the Desktop Video Conference Service.

Thursday - 10/15/09, 10:00-10:35am

In the funny world of the Unified Communication are growing the desktop Video Conference solutions. These systems are

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cheaper that the traditional "set-top-box" systems and now they can offer the same services. The integration between the Asterisk VoIP technology and the Desktop Video Conference can be a real killer application. This section show the possibilities of integration for the two technologies and the most interesting application scenarios.

Presented by: Stefano Carlini, Business Development Manager, Klarya srl

Large Enterprise Asterisk Cluster
Thursday - 10/15/09, 11:00-11:35am
Intuit deployed an Asterisk cluster in Baghdad, Iraq for the US. Army. This cluster is built to process 10,000 concurrent calls and consist of:

- Multiple Linux Load Balance Cluster
- over 20 Asterisk server
- 1 large MYSQL cluster as Asterisk Realtime DB
- Thousands of Wi-Fi phones

We would like to show:

- How to build such a large system
- How to maintain and monitor with Nagios
- Challenges in billing (we made certain adjustments in Asterisk and added a billing module)
- Least cost routing
- The tricky part of satelite connections
- Challenges of deploying a system like that mostly via SSH session (war zone)

Presented by: Dr. Daniel Krahenbuhl, CEO, Intuit Innovations

voopIX - Biggest Asterisk Implementation in Croatia
Thursday - 10/15/09, 11:40-12:15pm
voopIX is the biggest Asterisk implementation in Croatia. With this project, we will bring VoIP connectivity to all schools, research and higher education institutions in Croatia. Even in the early stages of the project, we can already see 15 - 20% savings for the telecommunication expenses. Project is run by CARNet, which also provides internet connectivity to the lsited institutions. My proposed discussion would be a Case Study in which I will demonstrate issues & solutions that we are solving on a daily basis, including the interconenctions with legacy PBXs on customer premisses.

Presented by: Branko Radojevic, Deputy CEO, CARNet

Citywide Voice & Video Telephony Using Asterisk and Open Source Embedded Hardware
Thursday - 10/15/09, 1:45-2:20pm
Citywide voice & video telephony using asterisk and open source embedded hardware

Citywide telephony project aims to provide a low cost alternative telephony infrastructure to the city independent of commercial carriers.

The system consists of 3 major components:
- City hall telephony system
- Emergency and general inquiry call center system
- City wide local extension roll out via WiMax

The city-wide local extension roll out involves installing embedded mini-IPPBX equipment all across the city. The embedded mini-IPPBX clustered devices act as a redundant switch which can route calls properly when it detects link failure. The city benefits from huge cost savings by removing redundant direct lines majority of which is used to call the city hall.

The city wide network can run both voice and video.

Presented by: Kelvin Chua, CTO, nextix inc.

Enterprise Asterisk: 5 Clever Tricks of the Trade
Thursday - 10/15/09, 2:25-3:00pm
Asterisk has shown itself as a powerful framework for telecommunications at all levels of the business market. The enterprise is an unique environment with significant opportunity for savings powered by an Asterisk solution. When implementing enterprise solutions with Asterisk, there are special considerations specific to infrastructure, user expectations and carrier solutions. This session will cover five specific strategies for successful enterprise implementation of the Asterisk framework.

Presented by: Bryan Johns, Partner, Shelton | Johns

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Developing AGI & AMI Applications with Ruby and Adhearsion

Wednesday - 10/14/09, 10:00-10:35am

Adhearsion (http://adhearsion.com) is a Ruby-based framework, installable as a gem, that provides a comprehensive development environment for developing voice enabled applications using a jargon free DSL. Further, Adhearsion integrates with Rails in various ways, extending Rails seamlessly into the voice world.

We will provide an overview of why Adhearsion was created, how it works and then provide a tutorial on developing your first application.

Presented by: Jason Goecke, Partner, Adhearsion

CLI Filtering: The New Way

Wednesday - 10/14/09, 11:00-11:35am

For a long time, debugging an active Asterisk has caused problems to Asterisk administrators. Clod is working for a Google Summer Of Code to implements a new way to debug real-time an Asterisk Server. This session could interest any administrators who would to debug Asterisk on new techniques. These new techniques uses a new approach called the CLI filtering to be able to hide some informations on the Command-Line-Interface (CLI) which will allow you to debug your servers faster and easier then ever.

Presented by: Clod Patry, Developer, PioV

HDVoice & Asterisk: Hearing the Sirens Song

Wednesday - 10/14/09, 11:40-12:15pm

Session info coming soon…
Presented by:

New Topics in Database Integration

Wednesday - 10/14/09, 1:45-2:20pm

If you're interested in integrating Asterisk with backend database support, you probably already know about dynamic realtime and func_odbc. In this session, we'll be reviewing these existing tools and talking about future enhancements of the database realm added to Asterisk, what they mean, how they work, and what you can do to obtain their advantages.

Presented by: Tilghman Lesher, Senior Software Developer, Digium

Making the Most of Connected Party Information in Asterisk

Wednesday - 10/14/09, 2:25-3:00pm

Recently, in Asterisk trunk, we have added support for connected party identification. This presentation is aimed to demonstrate the power of this feature as well as show you how to make the most out of it. I'll show you tips and tricks so you can wow your users. I will show the new dialplan functions, interception macros, and a protocol overview so that you too can be an expert on the matter of connected line updates in Asterisk.

This is a feature that lots of people have been begging for for a long time, but what good is it if the feature is there but no one knows how to make the most of it? This is your one-stop chance to learn all about this awesome feature!

Presented by: Mark Michelson, Software Developer, Digium

Making the Business Telset Relevant Again

Wednesday - 10/14/09, 3:30-4:05pm

Our device and user experience make the day to day telephony experience more visible & usable on a daily basis. Work professionals that use our device will become more productive and knowledgable with our simple/easy to use UI, PC integration and one-touch cloud applications.

Combining the cost & development advantages open source with a visible/touchable/usable end-device experience is a significant sales advantage in the market.

Presented by: David McMorrow, CEO, Cloud Telecomputers

Let Asterisk Know Your Schedule

Thursday - 10/15/09, 10:00-10:35am

Welcome to Calendaring for Asterisk--a recent addition to Asterisk that allows a user to let Asterisk know about their schedule. No longer will administrators have to much around with config just to manage changes in business office hours. Any user can now have Asterisk handle calls based on their personal calendars with the interfaces they are already used to.

Have you ever missed a conference call because you were away from your desk when a meeting alert popped up? No more! Asterisk can call your cell phone and alert you that there is a meeting--it can even connect you if you'd like! Adding calendaring support to Asterisk opens up all kinds of possibilities--and in this session I'll show them to you.

Presented by: Terry Wilson, Senior Developer, Digium

A Year of Skype for Asterisk – What You Can Do

Thursday - 10/15/09, 11:00-11:35am

In this session Tim Panton will present a series of live demos to illustrate how you and your customers/business can benefit from Skype for Asterisk.

Westhawk Ltd joined the first round of Skype for Asterisk beta programme in December 2008. Since then we have been experimenting, innovating, executing and discovering new ways (both obvious and obscure) that Skype for Asterisk can be implemented to beneficial effect.

This is your opportunity to gain a candid insight into Westhawk's experiences and knowledge gained during the past year working with Skype for Asterisk. Tim will demonstrate how Westhawk's development of elegant middle-ware has enabled us to address and join a complex myriad of web interfaces, audio and VoIP. Achieving some less than obvious (cool) results that are made to look deceptively easy for the user, thus strengthening Asterisk's claim as the 'Swiss Army Knife of VoIP'!

Presented by: Tim Panton, Director/Founder, Westhawk Ltd/PhoneFromHere.com

Asterisk, Instant Messaging and Presence: How?

Thursday - 10/15/09, 11:40-12:15pm

VoIP and social networks are changing the way people communicate nowadays. Asterisk does have support for some Jabber IM and presence, but sometimes we need to enchance Asterisk's Instant Messaging and Presence capabilities.

The talk will focus on two alternatives: Integrating Asterisk and Kamailio/OpenSER to get SIMPLE presence and XMPP; and Asterisk and OpenFire integration, and easy way to get XMPP messaging and presence with Asterisk.

Presented by: Saúl Ibarra, VoIP Consultant, Irontec

Asterisk Integratation into MSSQL Database

Thursday - 10/15/09, 1:45-2:20pm

This session is based on being able to integrate your Asterisk install into MSSQL database. The advantages of this are endless. We currently use our database integration to provide CDR reporting, Click-to-Call functionality, Call Presence and a Follow me app. This session will also show how to store voicemails in MSSQL databases and send them to your E-mail Client.

Presented by: Erik Wilhelmsen, Network Infrastructure Manager Christ's Church of the Valley

The OpenBTS Nevada Test Site

Thursday - 10/15/09, 2:25-3:00pm

In this talk I will give a brief overview of the OpenBTS architecture followed by the story of the OpenBTS field test at the 2009 Burning Man festival. The Black Rock City test site is unique in that it affords a large potential user population and no existing cellular coverage. Apart from being fun, the Black Rock environment is a good facsimile of a disaster relief application, both in terms of infrastructure and on-site provisioning requirements. This year, we will deploy a GSM-based speech and text system, to be used by 50,000 people for one week, starting and ending with bare dirt. Come and find out what happened.

Presented by: David Burgess, Partner, Kestrel Signal Processing, Inc.

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Exit the airport heading toward downtown Phoenix. Take the ramp for I-10 West. Continue past downtown and take Loop 101 North. Take the Glendale exit and go east. Turn right at 95th Ave (the first light). Follow 95th Ave to Coyotes Blvd, turn left on Coyotes Blvd and the Renaissance Glendale Hotel is on the right at 9495 W. Coyotes Blvd.

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Take Loop 101 North to the West Valley. Take the Glendale exit and go east. Turn right at 9th Ave (the first light). Follow 95th Ave to Coyotes Blvd, turn left on Coyotes Blvd and the Renaissance Glendale Hotel is on the right at 9495 W Coyotes Blvd.

From the West:
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From the North:
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All Access Pass - Best Value
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The AstriCon "All Access" Pass includes access to all conference and pre-conference activities. For those who want a bit of background on Asterisk, the Asterisk 123 pre-conference seminar is ideal. Developers won't want to miss the Developer's activity, which provides a chance to catch up on the latest additions and changes to the Asterisk code base. Or the Asterisk Ecosystem, where you can learn the latest and greatest of the new products out for Asterisk. The All Access pass also includes all other conference activities.

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Either Asterisk 123
Asterisk Ecosystem
or Asterisk Developer activity

In addition, you will receive access to the following events Tuesday night:
AstriCon Expo Hall Opening Reception
Code Zone Opening Party
All Conference Sessions - Wednesday, October 14 - Thursday, October 15
All Tutorial Sessions - (Wednesday-Thursday)
All General Session Conference Presentations - (Wednesday-Thursday)
The Asterisk Exhibit Hall - (Tuesday-Thursday)
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All Conference Sessions - Wednesday, October 14 - Thursday, October 15
All Tutorial Sessions - (Wednesday-Thursday)
All General Session Conference Presentations - (Wednesday-Thursday)
The Asterisk Exhibit Hall - (Tuesday-Thursday)
All Lunches and Breaks
All BOF Sessions
All Panel Discussions

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$245.00.

The AstriCon "Tutorials" Pass includes access to all pre-conference activities. For those who want a bit of background on Asterisk, the Asterisk 123 pre-conference seminar is ideal. Developers won't want to miss the Developer's activity, a chance to catch up on the latest additions and changes to the Asterisk code base. Or the Asterisk Ecosystem, where you can learn the latest and greatest of the new products out for Asterisk.

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Either Asterisk 123
Asterisk Ecosystem
Asterisk Developer activity

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