Video Conferencing

Recurring Reservation Number(s)____________________
Instant Video Conferencing Subscription Number(s)___

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Important Information
To register a site or update your site information, please go to
**Important Information**

Please complete the following information and keep a copy with your video unit for reference.

Site Name: ________________________________

Site Address: _______________________________

Site Contact: ______________________________

Site Contact Phone Number: ______________________

Conference Room Name: _______________________

Conference Room Phone Number: ___________________

Video Equipment Manufacturer: ________________________

Equipment Model: ______________________________

Equipment Serial Number: __________________________

Maximum Transmission Speed: ______________________

Video Dial Numbers ____________________________

Line 1: _______________________________________

Line 2: _______________________________________

Line 3: _______________________________________

Network Termination Device: _______________________

Make/Model: ___________________________________

Modem Phone Number: __________________________

Phone Company (LEC/PTT): _______________________

Long Distance Company for Video: ___________________

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**EMEA Service Numbers**

Austria 0800-999-858
Belgium 0800-40054
Denmark 8088-3798
Finland 0800-1-79876
France 0800-686-983
Germany 0800-8001361
Greece 0800-12-5620
Hungary 06-800-14546
Ireland 1-800-55-6029
Israel 1-800-920-3583
Italy 800-782-530
Luxembourg 8002-5186
Netherlands 0800-023-0681
Norway 800-14474
Poland 0-0-800-111 2-849
South Africa 080-0996497
Spain 900-93-1821
Sweden 020-79-0554
Switzerland 0800-836708
UK 0800-0-18-24-18

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**North America**

USA 1-800-475-5000
Canada 1-877-646-9403
Anywhere +1-888-621-0593
Anywhere +44-20-7950-9950

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**Asia-Pacific Service Numbers**

Australia 1800-505-020
Hong Kong +852-2802-5100
Japan +813-5539-5100
Malaysia 1800-803-186
New Zealand 0800-443-232
North China 10-800-852-0421
Singapore +65-6883-9144
South China 10-800-152-0421
South Korea 00798-8521-2020
Taiwan 00801-855-556
Anywhere +852-2802-5100
**Why Use Video Conferencing**

No longer considered a technology of the future, video conferencing provides today's businesses with all the advantages of face-to-face communication, while improving productivity and reducing the expense of travel. Verizon Conferencing enables your company to conduct video conferences with a single location or multiple locations virtually anywhere in the world. Our state-of-the-art conferencing centers in the U.S., EMEA, and Asia-Pacific connect you with customers, colleagues, or business associates across town, across the country, or around the globe.

**Point-to-Point Video Conferences**

A point-to-point video conference connects two sites on a video call. Although this type of conference call does not require the use of a video bridge, we offer Point-to-Point Video Connect for your convenience.

With Point-to-Point Video Connect, we will dial out and connect your conference call for you. This eliminates the need to call other video locations manually. It also allows you to walk into the conference room with your call up and running.

**Multipoint Video Conferences**

A Multipoint video conference connects three or more video sites on a video call. This type of call requires each site to be connected to a video bridge. There is a bridge port charge for each location that is connected. There is also a network transport charge (ISDN sites) or Dial Out fee (IP sites) associated with dial-out access. Our video conferencing product offers the service levels listed below. When making a reservation, you will choose a service level to determine the customer service level you would like in conjunction with your conferences, or you can set up an Instant Video Conference subscription for reservationless service with availability 24x7x365 days per year.

**Service Levels for Multipoint Video Conferences**

**Premier**

A conferencing specialist will greet each caller, assist participants in connecting, perform a roll call of all participants, and notify the conference leader when all participants are present. The conferencing specialist will monitor the entire video call from start to finish. If at any time during the call you need assistance, simply ask the operator through the video equipment and he or she will assist you with any questions you may have.

**Standard**

A conferencing specialist will greet each caller, assist participants in connecting, perform a roll call of all participants, and notify the conference leader when all participants are present. At the completion of the roll call, the conferencing specialist will disconnect from the call. If assistance is required during the conference, the customer can select *0 on their video remote to signal for a conferencing specialist.

**Instant Video Conferencing**

This is a subscription-based service that provides the flexibility to conduct reservationless video conferences for up to six participants, in any combination of video and audio participants, at any time. The subscriber is provided a unique dial-in number and host and participant passcodes, which can be used over and over again. Instant Video Conferencing enables participants to connect at speeds up to 384 Kbps via ISDN or IP.

**Access Methods for Multipoint Video Conferences**

**Multipoint Options**

**Dial Out (Reserved Calls)**

When a Dial Out call is placed, just prior to the conference, a conferencing specialist will originate the Multipoint video conference call for each facility or end-point participating in the call. ISDN Dial Out sites will be charged for video network transport based upon bandwidth, call duration, and country. IP Dial Out sites will be assessed a flat fee per call.

**Meet Me (user-dialed)**

Participants dial into the Verizon Conferencing bridge using a standard long distance access number. Participants are responsible for their own network transport charges. Your dial-in access numbers can be obtained during the reservations process. Instant Video Conferencing dial-in access numbers are made on the subscriber's Instant Video Conferencing Subscription confirmation. When making a reservation for a Reserved conference, you will also request the type of service access that you would like for each site. The following is a brief description of each access method we offer.

**Multipoint Options**

**Voice Activation**

This option is the standard default for Multipoint calls. All locations on the conference call can view the site that is currently speaking. Once a different site begins to speak for at least five seconds, the image will switch to the new site. The sustained voice or noise triggers the switching image, hence the name "Voice Activation." This option is best suited when giving presentations, so all sites view the presenter full screen.

**Continuous Presence**

Continuous Presence enables you to view up to nine sites on your video screen at one time. These features need to be requested at the time of the reservation. (Descriptions of all of the Continuous Presence features that we offer follow.) Continuous Presence is best when used with smaller groups of people at each video site. This option enables you to view the other participants on the video call at the same time for round table discussions or interactive meetings.

**Roll Call (Reserved Calls)**

After all parties are successfully entered into the bridge, the conferencing specialist will perform a brief roll call, if requested, providing the participants' names and city locations. (The leader can request that other information be announced, as well.) The conferencing specialist will then turn the call over to the conference leader, who will begin the video call. This feature also needs to be requested at the time of the reservation.
Continuous Presence Descriptions

Voice Activated
The person who is speaking is seen full screen. Use this feature when presenting to other locations.

2 Square
Two sites are seen on the screen. One site is at the top and one site is at the bottom in the screen, or the sites are next to each other. This feature is mainly used for interactive meetings with three sites.

4 Square
The screen is divided into four equal parts. When the fifth site speaks, it replaces the site that has not spoken for the longest period of time. Use this feature for highly interactive meetings among five sites.

5 + 1
Six sites are displayed on the screen. The site containing the speaker will be the largest square, and the other five sites will be surrounding the right and the bottom of the large site. Use this method when you are presenting materials and want to view your participants.

9 Square
Nine sites are displayed simultaneously in a "tic-tac-toe"-like grid. When the person at the tenth site speaks, he or she will replace the site that has not spoken in the greatest amount of time. This is mainly used for highly interactive meetings with a larger number of sites.

Lecturer View Site (All Sites)
All sites will see the chosen site (the lecturer) full screen. The lecturer will have a choice of continuous presence mode (excluding the 5+1) to view all sites.

Multipoint Value-Added Features

Video Meeting Manager (Reserved calls; Premier Service Level only)
For large and high visibility calls with 10 or more sites, we offer a Video Meeting Manager. This senior-level conference coordinator will serve as a single point of contact to help choreograph, execute, and then evaluate your video meeting. Based on your needs, the video Meeting Manager will assemble a team of skilled professionals that will work together to ensure your call runs smoothly and according to plan. In addition, the Video Meeting Manager will work through a detailed checklist to ensure that all meeting objectives are achieved. The result: you can focus on your message and the style with which it is delivered, instead of on administrative details.

Conference Room Scheduling
With Conference Room Scheduling, you can simplify the reservation process for your video rooms. Conference Room Scheduling allows Verizon Business to be your corporate scheduler for all activities taking place in your conference rooms. You can reserve video conferences and room reservations online via e-Scheduling or through the Video Operations Center (VOC). We will send you a list of all room activities that will occur in your registered rooms the night before. This service requires that you use us as your only corporate scheduler for all meetings conducted in your registered rooms.
Public Rooms
Verizon Conferencing can provide referrals and schedule video conferences in more than 500 public rooms. If you are traveling and need to be on a video call, we can schedule a call at a convenient public room provided by one of our approved business vendors (only available in Asia-Pacific).

Transcoding
By using this feature, participants with dissimilar CODEC speeds or dissimilar protocols can participate in the same video conference.

Customer MCU (Multipoint Control Unit) Cascading
Customer MCU Cascading gives us the ability to connect multiple Multipoint control units, when necessary, to expand the port requirements of a given conference. This service connects our MCU to your MCU in order to expand your MCU port capabilities. You also must have compatible cascadable ports available on your bridge for this feature to be supported.

Audio Add-On
If conference attendees do not have video access, we can connect them to the conference via an audio-only connection. You can add from 1 to 20,000 audio participants. For Reserved conferences, the reservationist will give you a number that audio participants can dial into, or we can arrange to dial out to them. Instant Video Conferencing subscribers can simply use the dial-in number provided on their Instant Video Subscription Confirmation.

ISDN and IP Transport
Flexible transport options support video equipment capabilities, providing support for either traditional ISDN, H.323 IP, or mixed transport protocol-based video conferences. IP access is available either through the public Internet or through the Verizon Private IP MPLS-based network.

Gateway
A Gateway provides the flexibility to support the interconnection of video end-points using different transport protocols (ISDN or IP) on the Verizon Conferencing Bridge/MCU.

Operator Assistance
Call leaders and participants can easily select *0 on their video remote to signal for a Conference Coordinator on a Premier, Standard, or Instant Video Call.

Data Sharing
Data Sharing allows for more robust meeting content using a single network connection and single monitor for display and viewing of data content using the H.239 industry standard protocol.

Encryption
Encryption provides a secure ISDN or IP-based transmission path for video conferencing sites participating in a video conference using the Advanced Encryption Standard (AES) method.

Remote Call Launch
A Conference Call coordinator will dial directly to a customer video unit to initiate a video connection from that unit either directly into another customer video unit or into a Verizon video conference. It is ideal for customers that may not be completely comfortable with their video equipment.

Recording
Conferences can be recorded for future viewing. Recorded video conferences are available on CD or by downloading the recording via the link included in your email confirmation.

How to Make a Reservation
Telephone Reservation Procedures (Reserved Calls)
Call the reservations number on the first page of this User’s Guide.

Or Schedule Your Conference Calls via the Internet With e-Scheduling (Reserved Calls)
You can schedule video conferences and reserve rooms in real-time with e-Scheduling, a value-added service that is free of charge. To use e-Scheduling to arrange your next video conference or for Conference Room Scheduling, follow these three steps:

- Click on “Manage Meetings” and then “Register (video customers).”
- Complete and submit the registration form. Within 2-5 business days, you will receive a welcome letter via e-mail containing your user name and password.
- You will need this each time you access e-Scheduling.
- Once registered, you may reserve calls by clicking on “Complete e-Scheduling” and entering your user name and password to schedule your video conference.

Information Needed to Schedule a Video Conference
Before making a reservation, please have the following information ready:

- Date of video conference
- Leader name, e-mail, and phone number
- Name and phone number of person requesting conference
- Name of conference (optional)
- Start and end times (note time zones)
- Access type (Dial Out or Meet Me)
- Service level (Premier or Standard)
- Host site and remote sites:
  - Name of company
  - State abbreviation, city, building, room name, or both
  - Type of equipment (optional)
- Last four digits of your video phone numbers
- Any specific options (voice activation, continuous presence, roll call, etc.—See Multipoint Options)
- Any specific features (video meeting manager, transcoding, etc.—See Value-Added Features)
- Determine if the host site will incur the entire cost of the conference call or if the cost of the call will be individually billed to each site
- Determine if you need an audio add-on for any participants who do not have video equipment

Confirmations
Each time you schedule a video conference, you will receive a confirmation number. The confirmation number will identify your meeting and list the facilities participating in the conference, video speed, requester’s name, call type, and comments. Please reference your confirmation number when communicating with us.
To Cancel a Reservation
To avoid cancellation charges, call the Reservations group. If you have made an e-Scheduling reservation, you may also cancel online if more than two hours in advance of the scheduled call. When canceling a call, please provide the confirmation number of the video conference call.

Cancellation/Modification Charges
• No charge will be incurred if you cancelled two or more hours prior to the scheduled video conference call.
• Fifty percent of the port usage will be charged if canceled within two hours before the scheduled video conference call.
• One hundred percent of the port usage will be charged if not canceled before the start of the scheduled video conference call.

Note: The cancellation policy is based per site, not per conference.

Extending a Call (Reserved Calls)
Video calls may be disconnected 15 minutes after the scheduled reservation end time. If you are on an operator-assisted call and would like to extend your video conference for a longer period of time, verbally call to the operator through the video unit and request that your call be extended. If you are participating on a call without operator assistance, then simply select *0 on your video remote for operator assistance and request that your call be extended.

Note: This can be done prior to your scheduled end time. Accommodating your request is usually not a problem; however, there is no guarantee that every extension request can be met.

Recommended Multipoint Notification Process
Scheduling a video conference should be treated no differently than scheduling any other meeting with one exception: notification should be sent to the participants as well as the video conference administrators of the video conference rooms involved.

We recommend that the hosting group be responsible for:
• Contacting the video conference administrators to check the availability of the video conference rooms (if not using Conference Room Scheduling or an office-based video conferencing unit)
• Scheduling the bridge call for a Reserved conference
• Notifying participants about the video conference

For Reserved calls, the host site should also notify participants and video conference administrators with the following information:
• Time the call will begin; be sure to specify time zones (remind participant/s or the video conference administrator to be there at least 15 minutes early to make or receive the call—whichever is applicable)
• Meet Me call information (if applicable)
• Conference confirmation number

Note: To report problems during a video conference, use the *0 function on your video remote or follow the instructions given by the operator at the point of connection.

Tips for Successful Video Conferences
Planning the Meeting
• Invite participants and confirm attendance
• Request a standing reservation for any regularly scheduled Reserved calls (or provide your Instant Video Conferencing dial-in and passcode information)
• For Reserved calls, ask participants to arrive 15 minutes early, so you can start the meeting on time.
• Set up camera presets prior to the call.
• Remember to look at the camera.
• Introduce all participants.
• Review the meeting agenda.
• Explain how Q and A will be addressed.
• Review the mute button feature and express when you would like participants to use this feature at their location.
• If you are conducting the meeting at speeds of 128 or 112, explain the delay and ask that participants raise their hand and state their name and site before asking a question. This will keep the meeting in order and allow for transmission delays when running at slower speeds.
• Speak in a normal voice.
• Avoid shuffling papers near the microphone.
• To maximize the audio quality of your video conference, mute the microphone if you are not speaking or if private sidebar conversations are necessary.
• Divide the presentations into short segments and ask questions after each segment.
**Solving Common Problems**

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<th>What do we do?</th>
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</table>
| Upon entering the video conferencing room, the system is not responding. | • Check that all power cords and cables are securely plugged in.  
• Turn the system on, just like you would boot up your PC.  
• Press any button on the system to make it come alive, and out of Standby Mode. |
| You dial a number, but you don’t see anything on the monitor.           | • Check the monitor to make sure it is on.  
• Check the monitor to make sure the screen brightness is not turned down. |
| You dial a number to place a call, but a connection is not made.        | • Check the phone number to make sure it was entered correctly. Make sure dialing profiles are entered if needed, and that you enter a “1” for long distance if necessary.  
• Use the telephone to call the far end to make sure it is ready for your call.  
• Make sure you have a reservation for the meeting time.  
• Check the NT-1 or IMUX to determine if the local ISDN lines are active.  
• Reboot your system (turn the IMUX and CODEC off and back on) and have the far end reboot their system.  
• Dial a different location. If a connection is made successfully, then the attempted far end is most likely having problems. |
| The far end site can’t hear you                                         | • Check the “Mute” button to make sure the near end microphone is not muted.  
• Remove any objects that may be blocking the microphone.  
• Have the far end turn up their volume using the keypad and check the monitor level. |
| You are hearing your voice echo back                                   | • Have the far end go to their monitor and lower the volume.  
• Make sure your monitor level is also set low.  
• Continue to speak to allow the echo canceller to calibrate. |
| The picture you see is breaking up or not coming in clearly.             | • Select the status button and see if your are connected on only one channel. If so, hang up and call back. |

**Reporting Problems**

If you are still experiencing technical difficulties after reviewing the previous suggestions, please call the Reservation group, seven days a week, 24 hours a day. You will need the following information:

- Your name
- Phone number
- Conference confirmation number
- Any message that appeared on your screen at the time of difficulty

**Meeting Assurance**

All Reserved video conferences come with our Meeting Assurance. To ensure uninterrupted communication with conference participants, all video conferences include a corresponding audio conference. In the unlikely event of a technical issue, this complimentary service allows scheduled video sites to continue their meeting as planned and on time.
### Application Highlights

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