

Open Video Communications User Guide

Version 1.14

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The Open Video Communications service enables you to interact and visually collaborate “in person” with others around the world utilizing a wide array of high-definition video endpoints. It allows you to collaborate with remote participants: colleagues, suppliers, customers and business partners – and serves as the “translator” among endpoints from different manufacturers, enabling interoperability, “behind the scenes” so you need not concern yourself with what type of endpoint your partners may have. It enables a wide spectrum of applications and needs – from a one-on-one video conference using tablets connected over the public Internet; to multi-point conferences using your laptop with a soft client and a camera – either from home, in the office or on the road; to large team meetings requiring an Immersive experience over a Private Network – and most importantly supports a single video conference with each of these varying types of endpoints. Specific features include:

- Easy call scheduling and setup via phone or a web portal.
- Instant Video Conferencing subscriptions for use “on demand”
- Robust directory services
- Encryption options
- Secure intercompany communications
- Simple call launching process with flexible dial string and URI dialing options
- “Guest” participation on your calls
- Network integration provides reliability, security, and quality of service for high quality call experiences

Directories

There are three types of directories, each providing a different level of privacy and visibility. **Directories are based on a site or endpoint level designation.** They are made available to all video customers and each endpoint is listed within them unless your company specifically opts out. The initial decision as to which of the directories your company chose to participate in was made when the service was implemented, and each endpoint was registered with a specific designation. It is important to note that your company can choose to have particular endpoints in one directory, others in a different directory, and can exclude some from all directories.

When you schedule a video call, the endpoints that are available to participate in your video meeting are a function of the specific endpoint designation assigned during implementation by your company's system administrator, or by the system administrator of a trusted business partner of your company. If you want to change the designation of your endpoint, please contact your system administrator and follow the guidelines specific to your company. If an endpoint directory designation change is warranted from the United States, call Customer Relations at 800-475-0600, or via email at customerrelations@mymeetings.com. Refer to Appendix A for Global Customer Relations access numbers.

It is important to note that these directory designations do not apply to Instant Meeting Subscriptions (see Section 5). They apply only to scheduled video calls.

Internal Directory

An internal directory lists all the endpoints your company registered. Your company may have additional video endpoints; however this directory includes all the known endpoints. No one but employees of your company and the Video Network Operations Center (VNOC) has access to this list of available endpoints. This list is visible and available to you to when you schedule a video meeting using the self-service Web Portal (see Section 5) and to the VNOC when you call to schedule a video conference (see Section 5).

Business Partner Directory

Customers are often trying to reach other companies with whom they do business to engage in a video conference. Your company may define special relationships with other companies - "business partners" - to provide them access to see and schedule selected rooms. If your company and other companies identified each other as business partners, you will each see a sub-set of each other's rooms that were identified as business partner rooms. For example, your company could select a sub-set of its internal directory and make that list available only to its business partners and internal users, and vice versa. Both business partners can reserve and schedule the other company's room. Once a business partner relationship is identified, the customer needs to "opt out" the rooms they do not want to be seen. This list is consistent across all business partners. Again, the list is made available to you to when you schedule a video meeting using the self-service Web Portal (see Section 5) and to the VNOC when you call to schedule a video conference (see Section 5).

Public Directory

The last directory option is the public directory. All Video customers have access to scheduling meetings with public directory rooms. However, this directory is not available to the public at large. Your company's system administrator can identify any number of rooms to be available within the public directory. If identified as a public room, any other video customer can reserve and schedule the room. Those rooms are not identified as public and can still be used for inter-company meetings. The only requirement is that you must schedule your own nonpublic rooms. However, it can prove useful for you to communicate with other companies that they do have the capability to meet with you via video. For example, if you want to meet with a business partner physically located in New York via video, but your business partner only lists a public room in Los Angeles, it still indicates to you that it might be a possibility as you do not have visibility or access to ALL of your business partners' rooms, and they may have a video endpoints in New York. Your company's system administrator must "opt out" the rooms your company does not want to make public at the time of provisioning. The purpose is to promote the concept of using the public directory to ensure greater utilization of the customer asset.

Additional Information on Directories

The three directory options were developed to give your company as much control over the visibility of your video endpoints as possible. On the most basic level, remember that the internal room directory is the complete list of known rooms. It is the longest list. The next longest list, a sub-set of the internal room list, is the business partner list. Customers may not want to show every room to their trusted partners but are probably willing to show most of them. For example, they may not want to share information about their CEO's room. Finally, the public list is likely an even smaller sub-set. These would be the rooms your company is willing to share with customers and allow them to proactively schedule.

It is very helpful to understand the different types of Open Video calls. Below is a list of the four basic types:

- **Point-to-Point** - a meeting between two endpoints.
- **Multipoint** - a meeting between more than two endpoints.
- **Business-to-Business** (inter-company) - a meeting between two or more enterprises on the Open Video Communications exchange. Can be point-to-point or multipoint.
- **Inter-exchange** - a meeting between two or more endpoints where at least one is on the Open Video Communications exchange and at least one is on another service provider's exchange (there is an agreement between service providers). Can be point-to-point or multipoint. *This type of conference is currently supported for CTS endpoints.*

There are also both Scheduled and Unscheduled calls:

- **Scheduled** - calls reserved at least one hour in advance of the meeting. This is the standard (can be point-to-point or multipoint).
- **Unscheduled** – an “on the fly” video call – no reservation required.
 - **Instant Video** – see Section 5.
 - **Ad Hoc Cisco Telepresence (CTS) Point-to-Point** – must have the E.164 (‘mock’ phone number of the CTS endpoint) to complete this call. Can only be point-to-point.
- **SIP URI** - it is important to understand the term URI because it is used in two separate and distinct ways:
 - URI is a naming convention used to identify an endpoint address; for example, joe.laptop@acme.com. Think of this as your home address.
 - URI is also an address of a “virtual meeting room” that you use to join a video meeting that you either host, or in which you are invited to participate. In this case you are given the URI address to join a meeting. Think of this as a telephone number you use to join an audio conference today, it just has a different format in the world of video (e.g. 12345678@join.mymeetings.com or joe.smith.@join.company.com).
- **E.164** - This is a ‘mock’ telephone number or dial string that is used with hardware or soft clients that cannot use a SIP URI. The “E. 164” functions exactly like the URI. They are both used to identify an endpoint and to join a “virtual meeting room”. Whether you use URIs or E.164s depends on what type of endpoint you are using for your video meetings.

Service Levels

There are various service levels and features with the Open Video Communications service. On a call by call basis, you may select one of two levels of service: standard or premier, so you can tailor the feature set you need to the specific requirements of your video meeting. Here is a brief description of each level:

- **Standard Service** offers immediate technical support for all active calls during a reserved video conference. End users can phone or press “0” and an operator will provide assistance. Standard Service includes:
 - Single Point of Contact
 - Remote Assistance
 - Reactive Incident Support
 - Web-based Reservation Portal
 - Phone based Reservations
 - Supports dial in or dial out bridging
 - One Button To Push call launching option for Cisco TP rooms
- **Premier Service** provides a comprehensive set of support services to meet your expectations for a high quality, simple to use, collaboration experience. In addition to all of the support service included in the Standard Service offering, Premier Service, also available for reserved calls, includes:
 - Conferencing Coordinator
 - Call Monitoring for Point to Point and Multipoint through duration of call
 - Incident Management
 - Problem Management

For Standard or Premier Service levels calls, which are always RESERVED/SCHEDULED, you can have up to 36 screens participate on a single video conference. This maximum includes the number of screens used by an operator should you choose to have the call attended. For example, if an operator participated in a scheduled Open Video conference using a CTS3000 unit, which are three screens in size, the maximum available would be 33 screens.

In addition to scheduling a **Standard** or **Premier** level call a third option is also available to you:

- Instant Video enables you to host meetings on an ad-hoc, unscheduled basis without a reservation once you set up your subscription through the My Meetings web portal. Instant service can include up to six endpoints. Additional participants can join, however, in an “audio only” mode. Instant Video is the easiest and fastest type of Open Video service to use! Capacity is available on a best effort basis; however, you should have ample capacity so there should be no concerns.

While Standard, Premier, and Instant are service levels available to you on a call by call basis, there is also proactive equipment monitoring and management, which your system administrator chooses for specific endpoints at the time your company provisions the service. Please contact your system administrator if you are interested in knowing if your video device is covered under the Premier Plus Service level.

- In addition to all of the support services of the Standard or Premier Service offer for a call, **Premier Plus Service** includes the following:
 - 24x7 Monitoring of Customer Endpoint Equipment including customer-owned "infrastructure" devices (e.g., CTS- Man, CTMS, TMS, Codian bridges, CMA, MGC bridges, etc.)
 - Proactive Incident Resolution
 - Tier 2/3 Incident Support
 - Proactive Incident Notification and Call Rescheduling
 - Performance Reporting
 - Software Upgrades and Release Management

Feature Matrix

Additional features are listed in the matrix below.

		Service Type by Call			Equipment Mgt ONLY
Feature	Description	Standard	Premier	Instant Video	Premier Plus
Single Support Organization	Video Network Operations Center (VNOC) provides a single contact organization for all support services	✓	✓	✓	✓
Follow the Sun Support	VNOC is available 24x7x365	✓	✓	✓	✓
Scheduling via Web Portal	Customers may establish a reservation using a self service, easy to use web portal	✓	✓	N/A	N/A
Scheduling via Phone	Customers may establish a reservation by calling our VNOC to reach an operator	✓	✓	N/A	N/A
Instant Meeting Subscriptions	One time subscription registration using self service or calling VNOC; enables the user to host ad hoc multipoint video meetings, anytime, on demand	N/A	N/A	✓	N/A
SIP URI Dialing	Supports customizable URI attendee options branded: xx.xx@join.company.com unbranded: xx.xx@join.mymeetings.com	✓	✓	✓	N/A
Phone Dialing	866-845-2733 plus 8 digit passcode with appropriate dial plan digits (e.g., 9 1 or 9**)	✓	✓	✓	

		Service Type by Call			Equipment Mgt ONLY
Feature	Description	Standard	Premier	Instant Video	Premier Plus
Access Options	In addition to Private IP (PIP/MPLS), Public Internet access into the video conferencing infrastructure is available	✓	✓	✓	N/A
“Guest” Participants	Endpoints that are not customers may join a hosted video meeting	✓	✓	✓	N/A
Flexible Pricing	“Pay as you use” model, based on bandwidth tiers and service type	✓	✓	✓	N/A
Directory	Provides several options so customer may choose desired level of endpoint visibility	✓	✓	✓	N/A
Continuous Presence	Enables end-users to view meeting attendees even when they are not speaking	✓	✓	✓	N/A
Multi-Language Support	English and Spanish are supported at launch. Additional language support may be available, based on demand	✓	✓	✓	✓
Encryption	Customer may decide on a call by call basis whether encryption is required	✓	✓	✓	N/A
Dial Out	VNOC dialing outbound to bring a participant into a call is a custom option – this is “best effort” and not guaranteed. End points MUST be registered and certified	✓	✓		N/A

		Service Type by Call			Equipment Mgt ONLY
Feature	Description	Standard	Premier	Instant Video	Premier Plus
One Button to Push (OBTP) Call Launch – Cisco TP ONLY	Simply touch the highlighted reservation displayed on the room console screen <i>or</i> press a single key to launch a meeting	✓	✓		N/A
OBTP Support – Cisco TP ONLY	During a call, touching a single soft key on the LED screen connects user with the VNOC for immediate support	✓	✓		N/A
Enter & Announce	A Conference Coordinator places and announces each participant into the meeting	✓	✓		N/A
Meeting Manager	A senior-level specialist serves as single POC to plan, choreograph, execute, and evaluate the video meeting		✓		N/A
Security	Multipoint calls are supported with a high level of security	✓	✓	✓ (Partial)	✓
Standard Attendant Support	VNOC Operator ensures a successful call launch and responds to any requests for assistance	✓	✓	✓ (Technical support only)	✓
Premier Attendant Support	VNOC Operator proactively monitors pre-call for any issues and ensures a successful launch; remains on the call for the duration to proactively address problems and questions	✓	✓		✓

		Service Type by Call			Equipment Mgt ONLY
Feature	Description	Standard	Premier	Instant Video	Premier Plus
Problem Management	Will provide global, comprehensive performance data		✓		✓
Incident Resolution & Dispatch	Remotely resolves trouble detected in customer's endpoint and/or infrastructure equipment; VNOC coordinates dispatch of an on-site technician, if required				✓
24x7 Equipment Monitoring	Customer's equipment is monitored for fault/trouble detection 24x7				✓
Change Management	Provides manufacturer-generated updates to correct known problems; implementation is coordinated with the customer				✓
System Updates/Upgrades	Provides upgrades, updates and release changes to the customer's video equipment				✓
Usage Reporting	Provides ad hoc report of conferencing metrics for a specified date range	✓	✓	✓	✓
Performance Reporting	Provides monthly incident and performance data in an in depth report				✓
Service Recovery	Supports fully redundant and geo redundant nodes that provide superior latency performance in standard and failover situations	✓	✓	✓	✓

Options for Creating Open Instant Video Subscriptions

Video Network Operations (VNOc)

There is basic information you are required to provide the VNOc when calling to create an Instant Video Subscription. From the United States call 1-800-475-5000; see Appendix A for VNOc Global Access Numbers.

You will receive an email within 24 hours after the subscription is confirmed. Please keep the confirmation as it contains personal information needed to activate a video conference (leader passcode and dialing options). When you want to host an instant video conference, send the attendee section of the confirmation, which contains attendee dialing options and attendee passcode, to up to six video participants to enable them to join your call. Open Instant Video functions in a very similar manner as Instant or “meet me” audio conferencing does today.

When you call the VNOc, you are prompted for the following:

1. Type of meeting (Open Instant Video Subscription).
2. Authorization code. You must have an authorization code to obtain an Open Instant Video Subscription. If you do not have your code, please contact your site coordinator, Account Manager, or Conferencing Customer Relations from the United States at 800-475-0600 or via email at customerrelations@mymeetings.com to obtain a universal authorization code before registering; see Appendix A for Global Customer Relations access numbers.
3. Company name.
4. Subscriber’s name (leader/host).
5. Title of Open Instant Video Subscription. The title you provide is a way of differentiating between your subscriptions should you choose to create more than one.
6. Encryption Choice. If you set your subscription to “Encrypted,” encryption is required for endpoint participation; only encrypted endpoints can join your Instant Video meetings. A non-encrypted endpoint is unable to join the meeting. If you do not select “Encrypted,” both encrypted and unencrypted endpoints can join your meetings.

7. **Leader Passcode.** You can accept a system generated Host passcode, or provide your own 8-digit passcode. It is this passcode that you *must* use to activate an Instant Meeting in which you are the host.
8. **Participant Passcode.** You can accept a system generated participant passcode, or provide your own 8-digit passcode. It is this passcode that attendees you invite to your instant meeting can use to join.
9. **URI dial option.** The system automatically provides you leader and participant URI dialing options based on the leader and participant passcodes. You can also add a customized URI (john.smith.@join.company.com) for the use of the attendees you invite to participate in your meeting. This dialing option is typically available to endpoints using the SIP protocol (some examples are laptops and tablets with video software).
10. **Participant Control Choices.** You can make use of the Access Control Feature, which enables you to restrict those endpoints who can participate in your Instant Video meetings - by either allowing only specific endpoints to join; or by blocking certain endpoints from joining. Decide which option you prefer and have the endpoint identification (E.164 or URI) handy to provide when prompted. If you do not choose to use the Access Control feature, the conference allows any endpoint to join – including “Guests” – which are *any* endpoints you invite to participate regardless of whether or not they are customers.

Web Portal

You can create an Instant Meeting subscription using the my meetings web portal. You must have a Conferencing account. Work with your account team to obtain the required login information.

1. Go to <https://www.mymeetings.com>. The *My Meetings* login screen appears.



Figure 1 Log In

2. Enter your *Login* and *Password*.
3. Click **Login** under *Manage My Meetings*. The *My Meetings* home page appears.

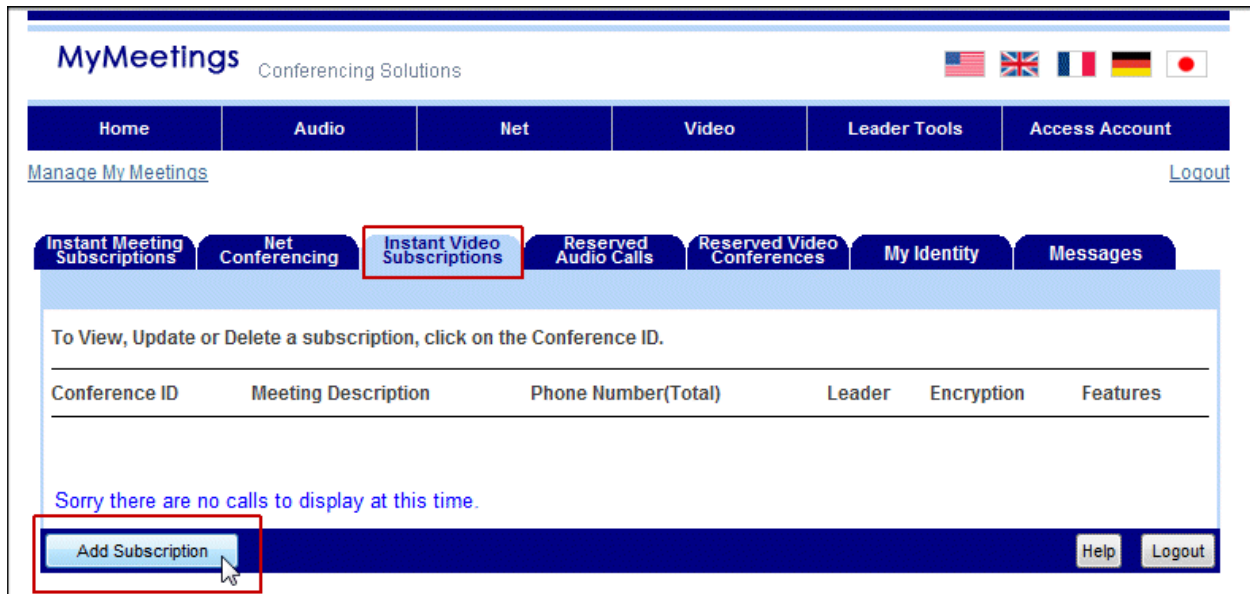



Figure 2 Instant Video Subscriptions

4. Click the **Instant Video Subscriptions** tab.
5. Click **Add Subscription**. The *INSTANT VIDEO Create Subscription* screen appears.

MyMeetings Conferencing Solutions


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Video
Leader Tools
Access Account

[Manage My Meetings](#)
[Logout](#)

INSTANT VIDEO

Create Subscription

Will you be the Subscription Leader? Yes No

Leader's Login Name: [Search](#)

Meeting Description:

Start Date:

End Date: End Date

No End Date

Leader Passcode:

Participant Passcode:

Note: Enter passcode. Passcodes should be 8 digits in length(numeric). The system will not accept passcodes that are already in use on any existing instant video subscription. If you do not want to create your own passcodes, leave blank and they will be assigned to you.

Subscription Size:

Please select the highest bandwidth required for your video conference subscription. Note: High definition conferences require a minimum connection of 1 MBps.

Number of Ports Needed:

Features [Further Details](#)

Encryption: Allow only encrypted participants. Sites that do not support encryption will not be able to connect.

Yes No

Quick Start: Allow participants to start conferences before the leader joins

Yes No

Conference Entry: Announce the entry of participants with

Tone In Silence

Conference Exit: Announce the exit of participants with

Tone Out Silence

Auto Continuation: Allow conferences to continue when leader disconnects from call

Yes No

If you would like a unique, personalized URI dialing option assigned to your subscription, in addition to the system generated URI, please [provide](#)* in the field below

Participant URI: @join.verizon.com

Participant Control

Leader E-mail Address:

Contact E-mail Address:

CSA CRC:

Please enter up to 25 alphanumeric characters, which can be used as a reference code to identify the calls listed on your Video Conferencing invoice by name, number or a combination of both. Please refer to Help for additional details.

If you need assistance with the setup of this subscription, please [contact us](#).

Figure 3 Create Subscription

6. If you are creating the subscription for yourself, click the **Yes** radio button; if you are creating the subscription for someone else, click the **No** radio button.

7. Enter your name, if you are the leader (you are creating the subscription for yourself); or the name of the person for which you are creating the subscription.
8. Enter an Instant Meeting Subscription *Meeting Description*. The description you provide differentiates between your subscriptions if you create more than one.
9. If you want this subscription to last indefinitely, continue to step 11; if you want the subscription to be temporary, enter the end date. Please note that after 180 days of inactivity a subscription is automatically deleted.
10. Enter Leader and Participant passcodes, if applicable. Otherwise the system generates them for you. Both must be unique 8-digit numeric codes.
11. Select *Subscription Size*. Choose the **2MB+ (Immersive/Telepresence)** option.
12. The port size is fixed at **6**. This allows up to 12 video screens to participate.
13. Select the *Encryption Option*, if applicable. If you click **Yes**, only encrypted endpoints can join your meetings. If you click **No**, both unencrypted and encrypted endpoints can join your meetings.
14. The remaining features are pre-set for your subscription:
 - **Quick Start:** will not allow participants to start conferences before the leader joins.
 - **Conference Entry:** announces the entry of participants with silence (no beep or tone) - which is preferable since you will see the participant when they join.
 - **Conference Exit:** announces the exit of participants with silence (no beep or tone) - which is preferable since you will no longer see the participant when they exit.
 - **Auto Continuation:** allows conferences to continue when the leader disconnects from the call.
15. Enter a customized URI dialing option. It supplements the system generated URI dialing options you automatically receive – one based on the leader passcode and one based on the participant passcode. If your company requested to be a “Signature Customer” when purchasing service, the unbranded URI is displayed: blank@join.mymeetings.com.
16. Click **Participant Control** to make use of the access control features.

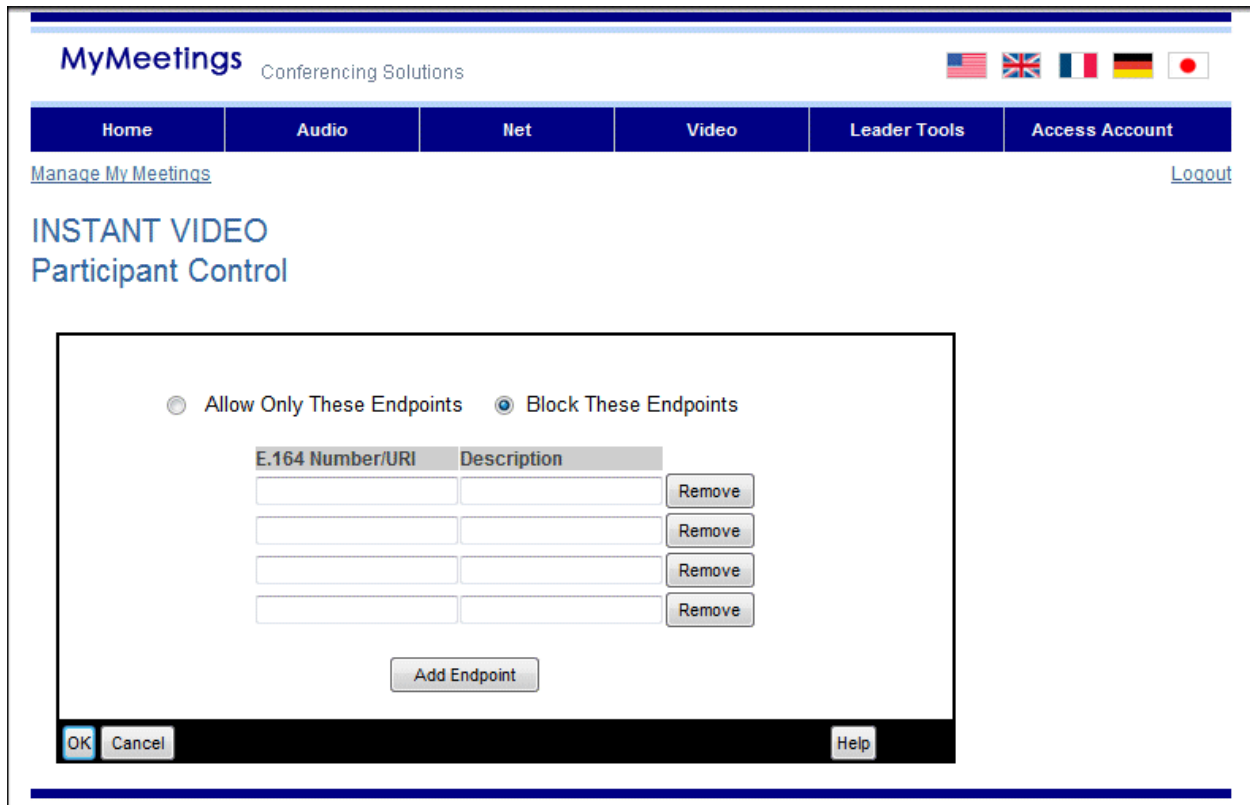


Figure 4 Participant Control

17. If you click the **Block These Endpoints** radio button, the list of endpoints you enter is **unable** to participate in any of your Instant Video meetings. If you click the **Allow Only These Endpoints** radio button, **only** the list of endpoints you enter can participate in any of your Instant Video meetings.
18. Enter the E.164 or URI and description of each.
19. Click **Add Endpoint** button when you are done.
20. Click **OK**. The *INSTANT VIDEO Create Subscription* screen reappears.
21. Click **Submit**. The *INSTANT VIDEO Create Confirmation* screen appears.

MyMeetings Conferencing Solutions

Home Audio Net Video Leader Tools Access Account

[Manage My Meetings](#) [Logout](#)

INSTANT VIDEO Create Confirmation

Thank you for establishing your Instant Video Subscription*.

You may print this page for your reference. Confirmation e-mail containing these details and other helpful information about using the service will be sent to the address you provided.

Subscription Confirmation # :	2420070
Meeting Description :	All Purpose Video Meeting
IP:	1-866-845-273306363048
SIP users may dial:	06363048@join.verizon.com
Leader Passcode:	06363048
Participant Passcode:	18483449
CSA CRC :	12345

[Continue](#)

*Please note that your Instant Video subscription will not automatically replace any recurring "one-time" conferences you may have previously scheduled. Should you no longer need these conferences, please cancel them at least 2 hours prior to scheduled start time. If any recurring and/or "one-time" conferences are not cancelled and go unused, the calls will be subject to applicable "no-show" fees.

Figure 5 Create Confirmation

22. Click **Continue**. The *Instant Video Subscriptions Tab* appears.

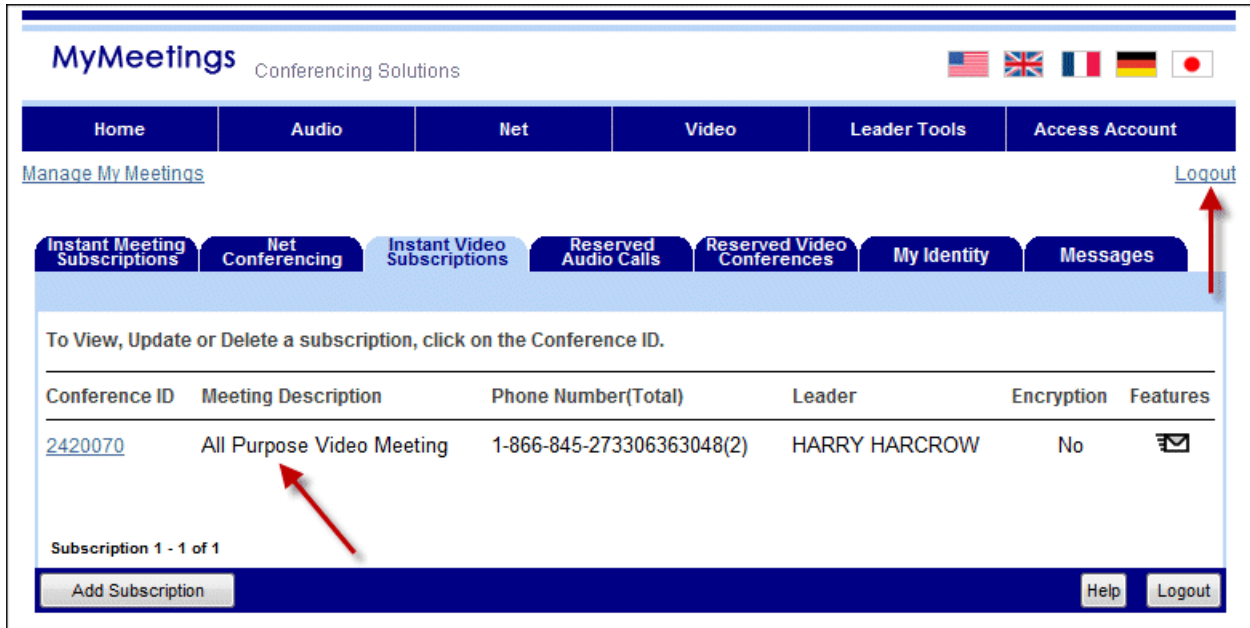


Figure 6 Instant Video Subscriptions

23. Click **Logout** in the top right corner of the screen.

NOTE: A detailed confirmation of your Open Instant Meeting Subscription is sent via email. Please keep the confirmation as it contains personal information needed to launch a video conference (dialing options and leader passcode). When you want to host an instant video conference, send the attendee section of the confirmation, which contains attendee dialing options and attendee passcode, to up to six video participants so each participant can join your call.

Use Your Instant Video Subscription

Once you created your Instant Video Subscription by using either the Web Portal or by calling the VNOC, you will receive an email confirmation:

PLEASE DO NOT REPLY TO THIS E-MAIL

Thank you for selecting Instant Video Conferencing for your virtual meeting needs. We look forward to providing you with world-class video meeting services.

To invite attendees to join an Instant Video Meeting, simply cut and paste the Instant Video Attendee Access Information at the bottom of this confirmation, and provide in advance of your meeting.

To protect the security of your subscription, we recommend that you do not forward any other information contained in this email.

Instant Video Meeting Subscription Confirmation

Confirmation Number	2232800
Company	ACME
Instant Video Meeting Leader/Contact	Mary Jones 1-212-555-1234
Instant Video Meeting Subscription Title	All Purpose Video Meeting
Start Date	April 1, 2013
End Date	Ongoing
Leader Passcode	12121212
Attendee Passcode	13131313
Instant Video Meeting Leader Activate Options	H.323 users can dial: 1-866-845-2733-12121212 SIP users can dial: 12121212@join.company.com Cisco Telepresence users please dial: 9**1-866-845-2733-12121212

Subscription Settings

Speed	2 MB+ (Immersive / TelePresence)
Participant (End Point) Capacity	6

The below text is the only information you should forward to call participants. Please ensure that you provide all necessary information to the participants in advance of the call. **NOTE: For security purposes, only attendees can use a customized URI to join the call. You as the leader must use either the URI containing your leader passcode or the dial-string followed by the leader passcode to activate your Instant video meeting, as noted above.**

If you are inviting any new business partners to join your meeting for the first time, we recommend they call the VNOC for a quick test since the access options below may vary based end point type.

Instant Video Attendee Access Information

Instant Video Meeting Attendee Access Options	H.323 users registered to a gatekeeper can dial: 1-866-845-2733-13131313 SIP users may dial: mary.jones.video.mtg@join.company.com 13131313@join.company.com Cisco Telepresence users please dial: 9**1-866-845-2733-13131313
-----------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

For assistance call your Video Network Operations Center (VNOC)

US Toll Free 1-800-475-5000

US Toll 1-415-228-5035

Australia Toll Free 1-800-505 020

HK Toll 852-2802-5100

Japan Toll 81-3-5539 5100

UK Toll 44-20-7950-9950

1. Send the **Instant Video Attendee Access Information** section of your confirmation to participants.
2. As the **Leader**, you must activate the video call depending your type of video device either by (using example above):
 - a. Dialing 1-866-845-2733 12121212 (H.323 endpoints)
 - b. Entering the SIP URI 12121212@join.company.com (soft clients – Jabber, Polycom RealPresence, etc.)
 - c. Dialing 9**1-866-845-2733 12121212 (Cisco CTS endpoints)
3. If you are a **Participant**, you can join the call depending on your type of device by (using example above):
 - a. Dialing 1-866-845-13131313 (H.323 endpoints)
 - b. Entering the SIP URI mary.jones.video.mtg@join.company.com or 13131313@join.verion.com (soft clients – Jabber, Polycom RealPresence, etc.)
 - c. Dialing 9**1-866-845-2733-13131313 (Cisco CTS endpoints).

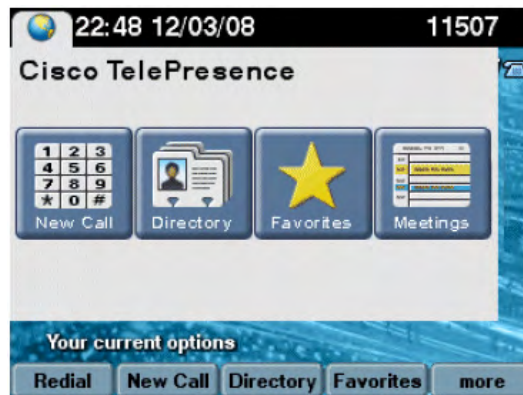
Please note:

- If you are unsure of your device type - SIP or H.323, please contact your system administrator or the VNOc.
- Until the Leader activates the video call, participants are placed in a “virtual waiting room” and see a screen with the message “Please wait until the leader activates the meeting.”
- If the leader does not activate within 15 minutes of the first participant joining, the message “The meeting leader has not joined. Your call is ending in approximately 30 seconds” will display on the screen. The call will then be terminated.
- Once the leader activates and the video call is underway, the leader can disconnect and the participants can continue the video meeting.

Ad Hoc CTS Point-to-Point

Another option available to you for an unscheduled video call is an ad hoc point-to-point call between two Cisco CTS endpoints. In order to accomplish this, you must know the endpoint identifying address, referred to as an E.164 number, so you can directly dial the CTS endpoint you want to reach.

1. Obtain the E.164 number for the endpoint you want to contact. You can get this number from either the person you are meeting with at the other enterprise, your administrator, or you can contact the VNOC if you are unable to obtain the number; the VNOC's ability to provide you the E.164 number is governed by the Directory options selected by your business partner (see Section 3).
2. Press the **New Call** soft key.
3. Enter **9**1** and the E.164 number to reach your party (in country dialing prefixes may apply).



Scheduled Open Video Conferences

6

Scheduling Options for Reserved Conferences

Video Network Operations Center (VNOC)

There is basic scheduling information you are required to provide for all video conferences; however there are specific instructions for inter-exchange meetings noted in the details below.

Scheduled video conferences must be reserved at least one hour prior to the desired start time. You receive an email within 24 hours after the meeting is confirmed. Please share that confirmation with other meeting participants and forward the calendar invite to all participants so it is in their calendars. Inter-exchange participants receive an email confirmation directly from the VNOC that includes important dial-in instructions that they should bring to the meeting with them.

NOTE: Inter-exchange meetings *must* be scheduled by calling the VNOC; any customer scheduling a meeting with “guests” – participants that are not “registered” (see Step 13 below) *must* call the VNOC.

Basic Scheduling required for all Reserved Meetings

1. Type of meeting (Open Video – also referred to as Immersive) and Inter-exchange, if applicable.
2. Video authorization code. You must have a video authorization code to schedule a video conference. If you do not have your code, please contact your site coordinator, Account Manager, or Conferencing Customer Relations from the United States (800-475-0600) to obtain a universal authorization code before scheduling. See Appendix A for Global Customer Relations access numbers.
3. Audio authorization code. Please advise the reservationist if you will have audio only participants joining. Provide your Instant Audio Bridge Number, Leader Code, and Participant Passcode. If you do not have an Instant Audio Bridge, the reservationist can create a one-time audio dial-in for this conference.
4. Company name.
5. Meeting date.
6. Start time and duration of meeting.

7. Meeting title.
8. Meeting time zone.
9. Service Level of Meeting (*Standard* - VNOC operator ensures a successful call launch and response to any requests for assistance or *Premier* – VNOC operator proactively monitors pre-call for any issues, ensures a successful launch and remains on the call for the duration to proactively address problems and questions).
10. Meeting leader name (if you are scheduling the meeting on behalf of the leader, your name as well).
11. Cost Center number (optional) – by using a cost center, you can bill back to a department. Costs can be split among multiple cost centers, if applicable.
12. Host site.
13. Participating site(s).
14. Unregistered Participating site(s) (if any) - if one of your participants is not a customer, sometimes referred to as an unregistered endpoint or “guest”, the VNOC asks you for information to identify it since it is not stored in our systems (*this is likely to be the exception rather than the rule, and should occur infrequently*).
 - a. Name of site and country.
 - b. Site coordinator name, email address and phone number.
 - c. Time zone.
 - d. One of two types of endpoint identifiers: an E.164 – indentifying dial string of the endpoint or a URI (e.g. john.doe.video.device@company.com).
15. Encryption Choice. If you choose **Encrypted** only encrypted endpoints can join the meeting - a non-encrypted endpoint is unable to join. If you do not choose **Encrypted** both encrypted and unencrypted endpoints can join your meeting.
16. URI. In addition to generating a dial string + passcode to join your meeting, the system generates a URI (12345678@join.company.com), where 12345678 is a randomly generated passcode. You can also select a different 8-digit passcode. If your company requested to be a “Signature Customer” when purchasing our service, the unbranded URI used is 12345678@join.mymeetings.com.

Additional Required Inter-Exchange Scheduling Information

NOTE: Currently, Inter-Exchange video meetings are only supported for Cisco Telepresence endpoints (CTS series).

There are Inter-Exchange connections with several major carriers including Cisco, Tata, BT, Orange, and Telefonica; if you want to participate in a meeting hosted on one of these carriers' bridges, the scheduling procedures are the same but there are slight variations in the terminology. The meeting identification information is provided to you by the carriers' customer to ensure you join the correct meeting. While carriers' use different terminology - conference ID, passcode, pin – they are all referring to the numeric code you need to successfully join their meeting and need to provide to the VNOC.

If you are hosting the meeting and inviting customers with another carrier, the meeting identification number they will need to ensure they join the correct meeting is included in the confirmation emailed to them by the VNOC.

It is VERY important to keep in mind if you are hosting an Inter-exchange meeting on, you must schedule the meeting by calling the VNOC first; so the other carrier's customers who are scheduling their sites to join your meeting have a conference ID when they contact their NOC.

Alternatively, if you are joining a meeting hosted on another carrier's bridge, the other carrier's customer must schedule the meeting via their carrier's NOC first, and then provide the conference ID to you so you can call the VNOC and schedule your sites to join the correct meeting.

Please be mindful of this and do not hesitate to ask the VNOC for assistance.

1. Inter-Exchange Meeting Hosted on Bridge with Other Carrier Participating Sites

- Type of meeting (interexchange with TATA, BT, or Orange sites hosted on bridge).
- Meeting leader names/email addresses/country for each site

NOTE: You are reserving the meeting bridge; the TATA, BT, or Orange site participant must reserve their sites following their carrier's guidelines (they will need the meeting identification number provided to them on the meeting confirmation emailed to them by the VNOC, so you must make the reservation *first*).

2. Inter-Exchange Meeting Hosted on Other Carrier's Bridge with Participating Sites

- Type of meeting (interexchange with TATA, BT, or Orange site hosted carrier's bridge).
- Conference ID/Pin/Passcode – the other carrier's community user receives a numeric conference ID/PIN/Passcode when they reserve the meeting bridge and their site(s). They must make their reservation *first* and provide you the conference ID/PIN/Passcode because the VNOC needs it for scheduling.

NOTE: The Telefonica exchange requires that each site participating in a meeting hosted on its bridge be encrypted.

3. Inter-Exchange Meeting on TATA Bridge with TATA Public Sites

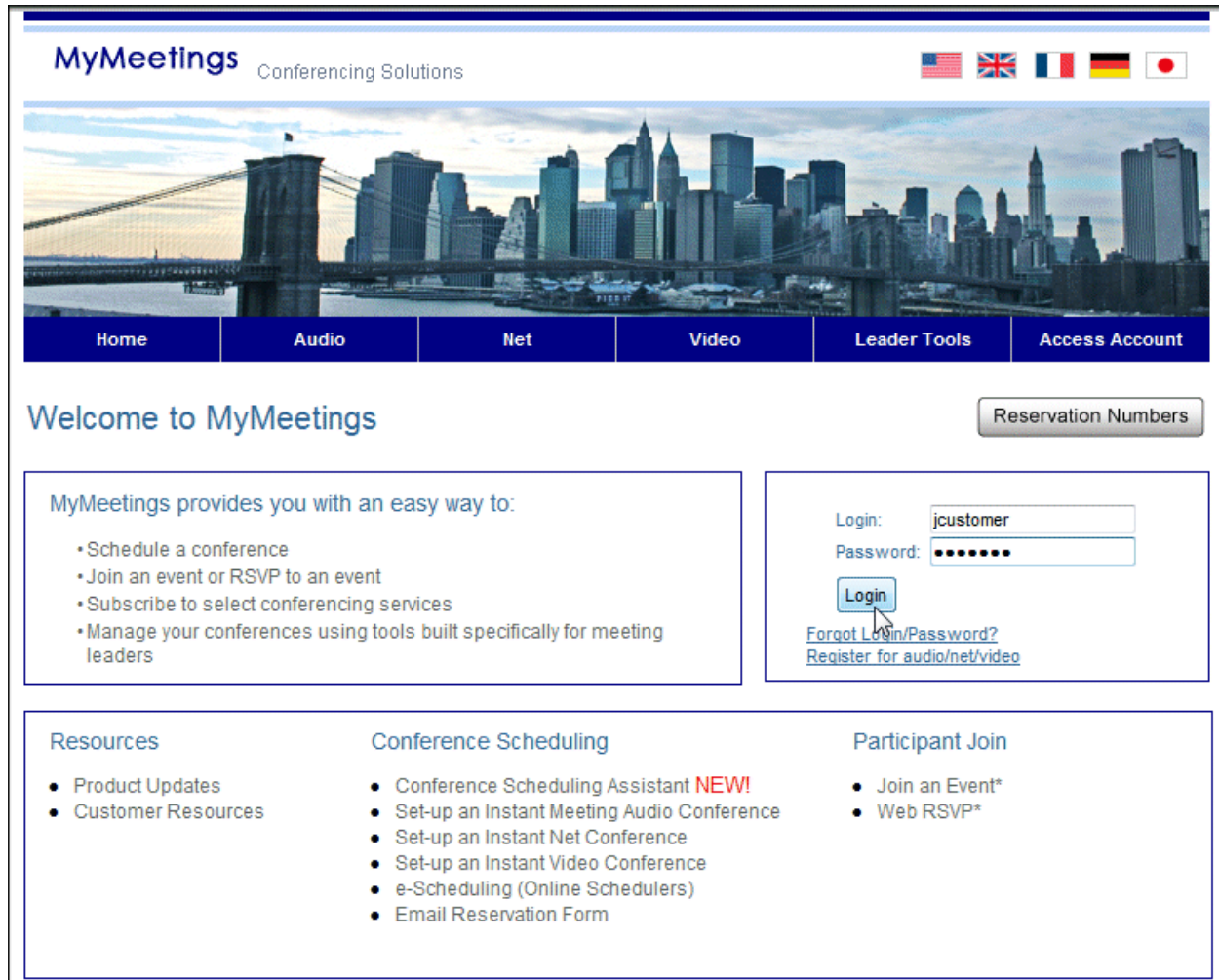
- If you are a first time user of TATA Public Telepresence Suites Services (public sites), you must register by calling the TATA VNOC at +1.312.646.7620 or by accessing the following website: <https://tata.vnocservice.com/signup.aspx>. You will receive your account details and account host code via e-mail (Important: please store your account host code).
- Schedule your meeting and TATA Public Telepresence Suite(s). Go to the conference scheduling portal at <https://tata.vnocservice.com>.
- You are also required to call the VNOC. Please provide the following information about your meeting:
 - Type of meeting - (inter-exchange with TATA public room on TATA Exchange)
 - Conference ID/PIN/Passcode
 - Additional participating rooms
 - If participants in the public room have any issues, they should contact the TATA VNOC at +1.312.646.7620.

NOTE: Your financial obligation for the use of TATA public rooms is directly with TATA.

Schedule via Web Portal

You can establish a reservation using the my meetings web portal. You must have a Conferencing account. Work with your account team to obtain the required login information.

1. Go to <https://www.mymeetings.com>. The *My Meetings* login screen appears.



MyMeetings Conferencing Solutions

Home Audio Net Video Leader Tools Access Account

Welcome to MyMeetings Reservation Numbers

MyMeetings provides you with an easy way to:

- Schedule a conference
- Join an event or RSVP to an event
- Subscribe to select conferencing services
- Manage your conferences using tools built specifically for meeting leaders

Login:

Password:

[Forgot Login/Password?](#)
[Register for audio/net/video](#)

Resources	Conference Scheduling	Participant Join
<ul style="list-style-type: none"> • Product Updates • Customer Resources 	<ul style="list-style-type: none"> • Conference Scheduling Assistant NEW! • Set-up an Instant Meeting Audio Conference • Set-up an Instant Net Conference • Set-up an Instant Video Conference • e-Scheduling (Online Schedulers) • Email Reservation Form 	<ul style="list-style-type: none"> • Join an Event* • Web RSVP*

Figure 7 Sign In

2. Enter your *Login* and *Password*.
3. Click **Login**. The *My Meetings* home page appears.

MyMeetings Conferencing Solutions

Home Audio Net Video Leader Tools Access Account

Manage My Meetings Logout

Instant Meeting Subscriptions Net Conferencing Instant Video Subscriptions Reserved Audio Calls **Reserved Video Conferences** My Identity Messages

To view, update or delete a reserved video call, click on the Conference ID.

Conf. ID	Call Date and Time	Duration (in mins)	Title	Conf. Type	Encryption	Service Level
Sorry there are no calls to display at this time.						

Add Conference Add Room Reservation Help Logout

Figure 8 Reserved Video Conferences

4. Click the **Reserved Video Conferences** tab.

There are some important details to note when scheduling:

- All calls must be scheduled at least one hour in advance.
- All calls have a minimum length of 30 minutes.

5. Click **Add Conference**. The *Conference Scheduling Assistant* screen appears.

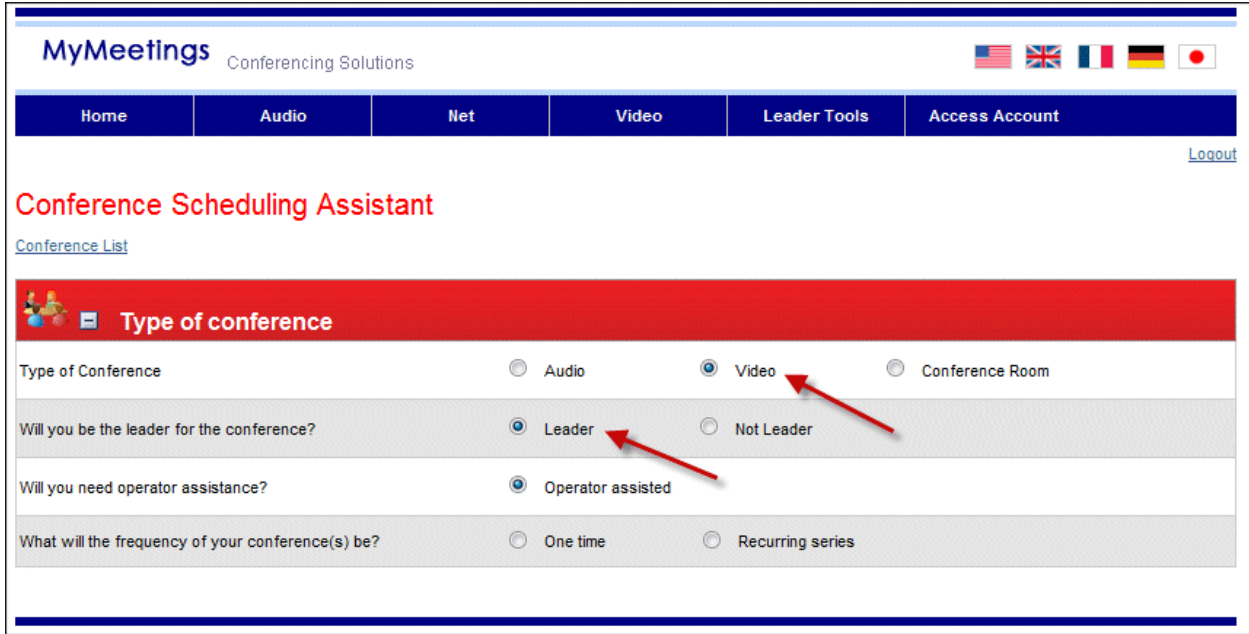


Figure 9 Conference Scheduling Assistant

6. Select **Video** as the type of conference.
7. Select **Leader** if you are hosting the conference (skip to step 11).

-OR-

Select **Not Leader** if you are not hosting. The *Search for Leader* pop-up appears.

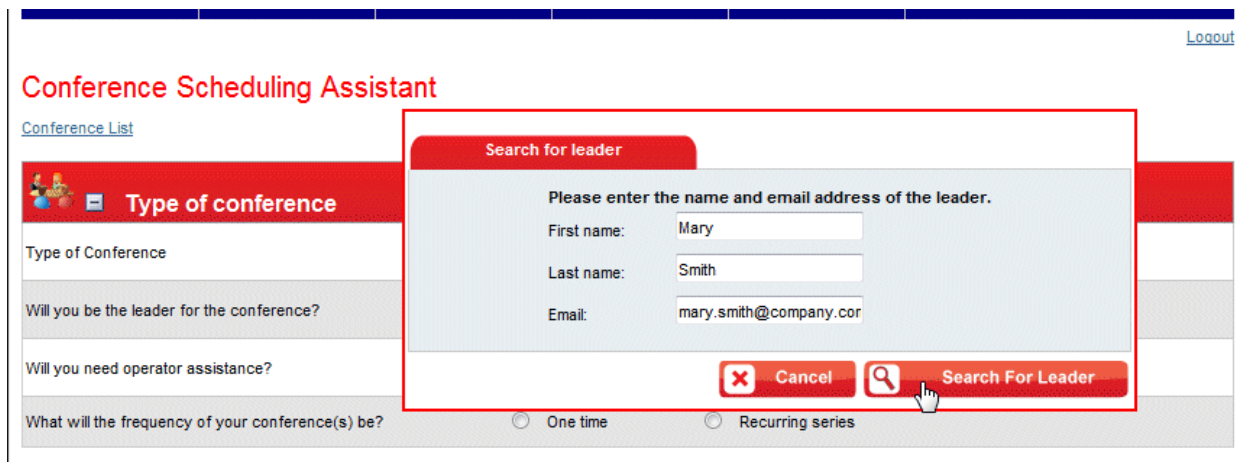


Figure 10 Search for Leader

8. Enter the name and email of the leader and click **Search For Leader**. The search results appear.

The screenshot shows the 'Conference Scheduling Assistant' interface. A red-bordered dialog box is overlaid on the main form. The dialog box contains the following text and elements:

- Header: "The following leader(s) has been found:"
- Table with columns: "First name", "Last name", "Email". A single row is visible with the following data: "HARRY", "[REDACTED]", "HARRY [REDACTED]@VERIZONBUSINESS.COM".
- Text below the table: "The selected leader will be added to the leader list on the 'Select Leader' tab."
- Buttons: "Cancel" (with a red 'X' icon) and "Select Leader" (with a person icon).

The background form includes the following sections:

- Section: "Type of conference" (with a red header bar).
- Section: "Video - Recurring" (with a red header bar).
- Form fields: "Type of Conference", "Will you be the leader for the conference?", "Will you need operator assistance?" (with "Operator assisted" selected), and "What will the frequency of your conference(s) be?" (with "Recurring series" selected).

Figure 11 Select Leader

9. Select the leader and click **Select Leader**. The *Conferencing Scheduling Assistant* screen appears.
10. The **Operator assisted** option is automatically selected.
11. Select **One time** if this conference is a one-time occurrence. The *Video – One Time* screen appears (page 35).

-OR-

Select **Recurring series** if this is a recurring conference (example next page). For the purpose of this guide, a one-time conference is used. Other than meeting logistics, the scheduling process is the same for both conference types.

Conference Scheduling Assistant

[Conference List](#)

Type of conference

Video - Recurring

Participating Endpoints + **Add Endpoints**

Service Level Standard Premier

Logistics

What is the date and time for your conference? MM/DD/YYYY hh : mm AM Mountain Time

What is the expected duration of your conference? hh : mm

What title would you like to give the conference?

Would you like to add Audio only participants? Yes No

Would you like an end date? If so, select a date. No end date

Conference frequency: Weekly Bi-weekly Monthly

Sunday Monday Tuesday Wednesday
 Thursday Friday Saturday

CSA CRC

Back **Next**

Video Features

Figure 12 Video - Recurring

Conference Scheduling Assistant

[Conference List](#)

Type of conference

Video - One Time

Participating Endpoints

Add Endpoints **Show Endpoint Schedules**

Service Level Standard Premier

Logistics

What is the date and time for your conference? MM/DD/YYYY hh : mm AM Mountain Time

ASAP Call (Your call will start within 20 minutes of submitting this request.)

What is the expected duration of your conference? hh : mm

What title would you like to give the conference?

Would you like to add Audio only participants? Yes No

CSA CRC

Back **Next**

Video Features

Cancel **Submit**

Figure 13 Video - One Time

12. Click **Add Endpoints**. The *Search Endpoints* screen appears.

Search Endpoints

Company: CSA TESTING
Country: Any
City: Any
Campus: Any
System Type: Open Video
Name:
 Show recently used endpoints

Filter endpoints

Search Endpoints

List of Endpoints

	Name	Alias	City	Country
<input type="checkbox"/>	CedarRapids-IA-Rm300 (CTS)		ROBINS	UNITED STATES OF AMERICA
<input type="checkbox"/>	Chris Howley-Jabber		BROOKLYN	UNITED STATES OF AMERICA
<input type="checkbox"/>	ColoSprgs-Co-Desktop		COLORADO SPRINGS	UNITED STATES OF AMERICA
<input type="checkbox"/>	Denve		DENVER	UNITED STATES OF AMERICA
<input type="checkbox"/>	Richar (CTS)		RICHARDSON	UNITED STATES OF AMERICA

Select endpoints

Rooms with Scheduling Restrictions Personal Systems

Add endpoints **+ Add Endpoints** **X Close**

Figure 14 Search Endpoints

13. Filter your endpoints by company (you or your business partners), country, city, state, etc.
14. Select **Open Video** from the *System Type* drop-down list for all endpoints.
15. If you typically schedule your conferences with the same endpoints, select **Show recently used endpoints** to further narrow your search. When checked, you will **ONLY** see the list of sites that were part of your last scheduled meeting.
16. Click **Search Endpoints**. The search results display under *List of Endpoints*.
17. Select the endpoints you want.
18. Click **Add Endpoints**. The *Video – One Time* screen reappears.
19. Repeat steps 13 – 19 until all endpoints are selected.
20. Click **Close**. The *Video – One Time* screen reappears.

Conference Scheduling Assistant

[Conference List](#)

Type of conference

Video - One Time

Participating Endpoints

[Add Endpoints](#) [Show Endpoint Schedules](#)

Name	Alias	City	Country	
Chris Howley-Jabber		BROOKLYN	UNITED STATES OF AMERICA	
ColoSprgs-Co-Desktop		COLORADO SPRINGS	UNITED STATES OF AMERICA	

Service Level Standard Premier

Logistics

What is the date and time for your conference? :

ASAP Call (Your call will start within 20 minutes of submitting this request.)

What is the expected duration of your conference? :

What title would you like to give the conference?

Would you like to add Audio only participants? Yes No

CSA CRC

ParticipantURI @join.verizon.com

[Back](#) [Next](#)

Video Features

[Cancel](#) [Submit](#)

Figure 15 Video - One Time

21. There are icons to view/edit endpoints.
 - Click to edit the endpoint.
 - Click to view the endpoint's information.
 - Click to change the host from the first endpoint you added to the meeting (default) to another participant.
 - Click to delete the endpoint.
22. Select the **Standard** or **Premier** service level.
23. Enter the date, time, and duration of your conference.
24. Click **Show Endpoint Schedules** to check the availability of endpoints. The *View Schedules* pop-up appears.

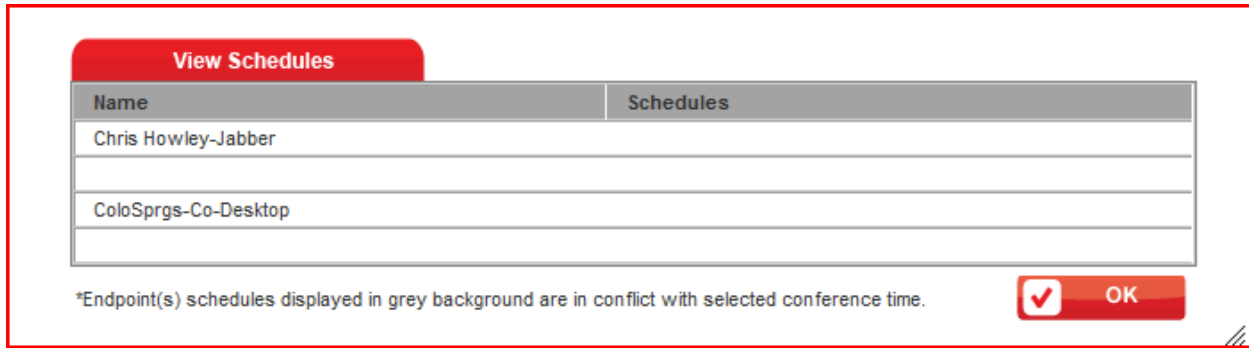


Figure 16 View Schedules

- Any endpoints that were previously reserved (on the bridge) during your scheduled time appear with a grey background. If a conflict exists you should select a different endpoint or time slot. Click **OK**. The *Video - One Time* screen reappears.

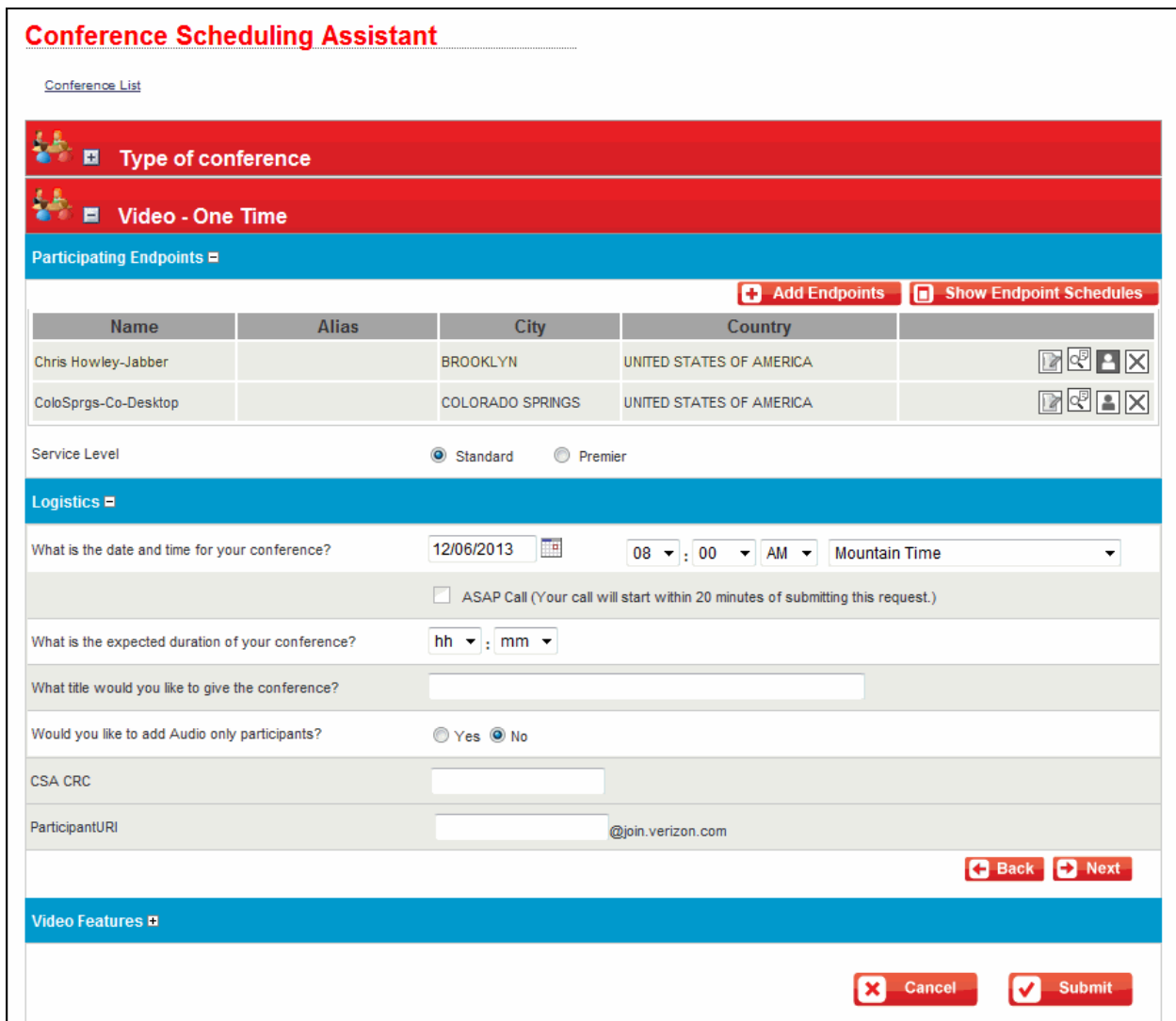


Figure 17 Video - One Time

26. Select whether or not you need an audio dial-in number. Click **No** if you do not need participants to join your meeting via phone (go to step 30). The system generates an audio dial-in bridge and passcode for use with this conference only.

-OR-

Click **Yes** if you want to add audio participation. Audio options display.

The screenshot shows a web form for configuring audio options. A red box highlights the 'Audio Options' section. Two callout boxes are present: one titled 'How do you want participants to access your conference?' with arrows pointing to the radio buttons for 'Dial-In Only', 'Operator Dial-Out Only', and 'Combination'; and another titled 'Dial-in options' with arrows pointing to the 'US Toll-Free Plan', 'US Toll', and 'Private Dial' checkboxes. The form includes fields for 'Leader First Name' (HARRY), 'Leader Last Name', 'Leader Country Code' (1), and 'Leader Phone Number' (719-535-XXXX). An 'Add Participant' button is at the bottom right.

Figure 18 Audio Options

27. Select how you want participants to access your conference: **Dial-In Only, Operator Dial-Out Only, or Combination.**

28. Configure the dial-in options based on how you want participants to be able to access your conference: **US Toll-Free, US Toll, Global Access, Private Dial.**

29. Click **Add Participant** add more participants, if applicable.

30. Click **Submit**. A confirmation screen appears.

Type of conference: Standard Recurring
Conference Title: Weekly Budget Review
Confirmation number: 2314173
Leader name: HARRY HARCROW
Participant Passcode:
Start Date: Nov-13-2013
Start time: 08:00 AM
Duration: 60 mins
Site Information:
ALB/NY/005116/1000A AMS/NET/NLD11/FRANKFURT ROOM

Your confirmation will be e-mailed to the leader e-mail address listed in your profile.

Figure 19 Confirmation

31. Click **OK**. You will receive a confirmation email, which you can distribute to participants prior to your conference.

Call Launch Dialing Options

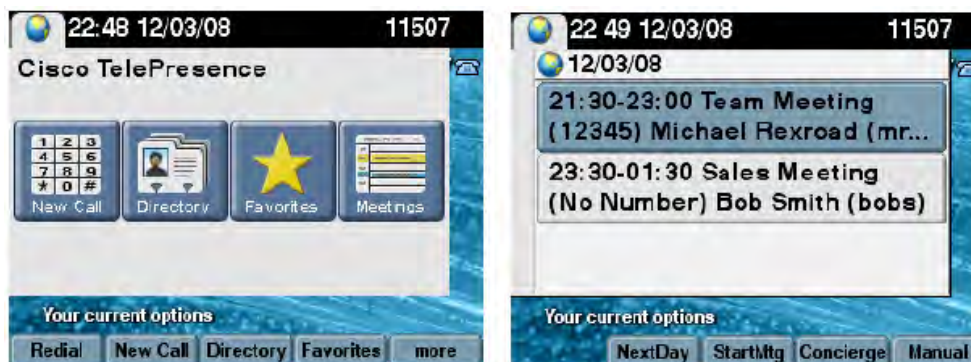
Whether you scheduled a Standard or Premier level video meeting, or are using an Instant Video Subscription, the final step is actually launching your video meeting. There are several alternatives to launch or join a video meeting. Which one you choose is a function of what type of video endpoint you are using for the call. The following lists your options.

One-Button-to-Push Option – Cisco CTS Only

If you are using a Cisco CTS endpoint, you can start your meeting using the One-Button-to-Push feature.

To launch a One-Button-to-Push meeting, perform the following steps:

1. Press the **Meetings** icon or the **Meetings** soft key.



2. When you locate your meeting, touch the entry or highlight the meeting using the navigation and press the **StartMtg** soft key to initiate the call.

URI Dialing Option

This dialing option is typically available to endpoints using the SIP protocol (some examples are laptops and tablets with video software); the exact URI to use to join a video meeting is listed on the email confirmation you receive when you schedule a meeting or are invited to a meeting. Some examples of URI dialing are: 12345678@join.company.com; joe.sample.mtg@join.mymeetings.com; mary.smith.acme.mtg@join.company.com.

Dial String Dialing Option

The exact number to dial to join a video meeting is listed on the email confirmation you receive when you schedule a meeting or are invited to a meeting.

If you are using a **Cisco Telepresence** endpoint, you may join a meeting by dialing an E. 164 number followed by an 8 digit passcode; **the E.164 dial string must always be preceded by 9****. For example, the dial string listed on your meeting confirmation could be: 9**1-866-845-2733-12345678 (12345678 = passcode).

If you are not using a Cisco Telepresence endpoint, and your endpoint does not support SIP URI Dialing (typically an endpoint based on the H.323 protocol) you would dial an E.164, followed by an 8 digit passcode. For example, the dial string listed on your meeting confirmation could be 1-866-845-2733-12345678 (12345678 = passcode).

Global Access Numbers



The following tables provide a list of phone numbers for North America, Europe, the Middle East, Africa, and Asia Pacific.

NORTH AMERICA	
United States	1-800-475-5000
Canada	1-877-646-9403
Spanish	1-877-646-9403
ANYWHERE	1-877-646-9403

EUROPE, MIDDLE EAST, & AFRICA	
Austria	0800-999-858
Belgium	0800-40054
Denmark	8088-3798
Finland	0800-1-19876
France	0800-686-983
Germany	0800-8001361
Greece	00800-12-5620

Hungary	06-800-14546
Ireland	1-800-55-6029
Israel	1-80-921-3782
Italy	800-782-530
Luxembourg	8002-5186
Netherlands	0800-023-0681
Norway	800-14474
Poland	0-0-800-1112-849
Portugal	0800-81 26 19
South Africa	0800-996-497
Spain	900-93-1821
Sweden	020-79-0554
Switzerland	0800-836708
United Kingdom	0800-0-18-24-18
ANYWHERE	+44-20-7950-9950

ASIA PACIFIC	
---------------------	--

Australia	1800-505-020
China	10 800 852 0421

	10 800 152 0421
Hong Kong	+852-2802-5100
Japan	+81-3-5539-5100
Malaysia	1-800-803-186
New Zealand	0800-443-232
Singapore	+65 6883 9144
South Korea	00798-8521-2020
Taiwan	00801-855-556
India	000 800 852 1130
ANYWHERE	+852-2802-5100

CUSTOMER RELATIONS	
Americas	1-800-475-0600
Australia	1800 505 020
Europe	+44-20-7950-9950
Hong Kong	+852-2802-5100
Japan	+81-3-5539-5100
Singapore	+65 6883 9144

SALES INQUIRIES	
Americas	1-800-475-5000
Australia	1800-505-500
Europe	+44-20-7950-9950
Hong Kong	+852-2802-5888
Japan	+81-3-5539-5100
Singapore	+65 6883 9144

If you are not located in one of the countries listed above, you can call 415-228-5035 (audio reservations only, collect calls accepted).