



MCI FTS2001

Videoconferencing

Quick Reference Guide

877-855-4797

<http://e-meetings.mci.com>



Index

- 1. Important Information**
- 2. Why Use Videoconferencing**
- 3. Point-to-Point Videoconferences**
- 4. Multipoint Videoconferences**
- 5. Service Levels**
- 6. Access Methods**
- 7. Multipoint Options**
- 8. Multipoint Value-Added Features**
- 9. How to Make a Reservation**
- 10. Recommended Multipoint Notification Process**
- 11. Tips for Successful Videoconferences**
- 12. Solving Common Problems**
- 13. Reporting Problems**
- 14. Meeting Assurance**



1. 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: _____



2. Why Use Videoconferencing?

No longer considered a technology of the future, videoconferencing provides today's businesses with all the advantages of face-to-face communication, while improving productivity and reducing the expense of travel.

MCI Conferencing enables your company to conduct videoconferences with a single location or multiple locations virtually anywhere in the world. Our state-of-the-art conferencing centers in the U.S., the United Kingdom, and Hong Kong connect you with customers, colleagues, or business associates across town, across the country, or around the globe.

3. Point-to-Point Videoconferences

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

4. Multipoint Videoconferences

A multipoint videoconference connects three or more video sites on a video call. This type of call requires that each site must be connected to a video bridge. There is a transport charge and a bridge port charge for each location that is connected. One site can incur all charges or each site on the videoconference can be individually billed.



5. Service Levels

Our videoconferencing 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.

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 contact us at (877) 855-4797.

Unattended

This service enables the customer to hold a conference without the assistance of a conferencing specialist by utilizing Meet Me access.



6. Access Methods

When making a reservation, 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:

Dial Out (MCI Dials)*

When a Dial Out call is placed, just prior to the conference, a conferencing specialist will originate the Multipoint videoconference call for each facility participating in the call. Dial Out sites will be charged for video transport based upon bandwidth, call duration and country.

*This is the recommended method of access.

Meet Me (User-Dialed)

Participants dial into the MCI Conferencing bridge using a standard long distance phone number that MCI assigns. Participants are responsible for their own long distance charges. Your video numbers can be obtained 20 minutes before the start time of your video call. To place a call with the Meet Me access method, dial (877) 855-4797 (select option 2, then option 2 again) and give your confirmation number to receive the dial-in bridge number.



7. Multipoint Options

Voice Activation

This option is the standard default for Multipoint calls. All locations on the conference call 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

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.



8. Multipoint Value-Added Features

Video Meeting Manager

For large and high visibility calls with 10 or more sites, MCI offers a 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 who will work together to ensure that your calls 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 MCI to be your corporate scheduler for all activities taking place in your conference rooms. You can reserve videoconferences 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 MCI Conferencing as your only corporate scheduler for all meetings conducted in your registered rooms.

Transcoding

Using this feature, MCI Conferencing allows participants with dissimilar codec speeds to participate in the same videoconference.

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. The reservationist will give you a number that audio participants can dial into, or we can arrange to dial out to them.



9. How to Make a Reservation

Telephone reservation procedures

Dial (877) 855-4797 (select option 2 for video, then option 1 for reservations). If you are calling from a location outside the U.S., dial (415) 228-5035.

Over the Internet

You can schedule videoconferences and reserve rooms in real-time with e-Scheduling, a value added service that is free of charge to MCI Conferencing customers.

To use e-Scheduling to arrange your next videoconference or for Conference Room

Scheduling, follow these steps:

- Go to www.e-meetings.mci.com.
- 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 videoconference.

Information Needed to Schedule a Videoconference

Before making a reservation, please have the following information ready:

- Date of videoconference
- Leader name, e-mail and phone number
- Name and phone number of person requesting conference
- Name of conference
- 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
- 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 videoconference, 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, video phone numbers, call type, and comments.

Please reference your confirmation number when communicating with MCI.

To Cancel a Reservation

To avoid cancellation charges, call MCI Conferencing and select the option for video. If you have made an e-Scheduling reservation, you may also cancel online if more than eight hours in advance of the scheduled call. When canceling a call, please provide the confirmation number of the videoconference call.

Extending a Call

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 videoconference 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 pick up the telephone and call (877) 855-4797 (select option 2, then option 1) 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.

MCI Federal Conferencing Video Guide



10. Recommended Multipoint Notification Process

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

We recommend that the hosting group be responsible for:

- Contacting the videoconference administrators to check the availability of the videoconference rooms (if not using Conference Room Scheduling)
- Scheduling the bridge call with MCI
- Notifying participants about the videoconference

Also, the host site should notify participants and videoconference administrators with the following information:

- Time the call will begin (remind participant/s or the videoconference administrator to be there at least 15 minutes early to make or receive the call—whichever is applicable).

Be sure to specify time zones

- How to obtain Meet Me call information—if applicable
- Conference confirmation number
- Telephone number to report problems during a call: (877) 855-4797



11. Tips for Successful Videoconferences

Planning the Meeting

- Invite participants and confirm attendance online using MCI's Web RSVP
- Plan for time zone differences
- Distribute a written agenda prior to the call
- Request a standing reservation for any regularly scheduled calls
- Decide if you will be using visual aids (slides, photographs, documents etc.)
- Provide additional equipment needed for the meeting (e.g. flip chart, slide projector, etc.)

Prepare the room at least 30 minutes prior to the scheduled call

- Mute your system prior to connecting

Preparing Visual Materials

- Use graphics to support your presentation
- Bar Charts and Pie Charts are most effective
- Text should be 16 point or larger and double-spaced

Meeting Conduct

- 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



- Mute the microphone if private sidebar conversations are necessary
- Divide the presentations into short segments and ask questions after each segment
- Look directly at the person you are addressing

12. Solving Common Problems

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 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.

Upon entering the videoconferencing 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.

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 volume 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 you are connected on only one channel. If so, hang up and call back.



13. Reporting Problems

If you are still experiencing technical difficulties after reviewing the previous suggestions, please call MCI 877-855-4797 option 2 for video , option 3 for technical support. 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

14. Meeting Assurance

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