Expand your reach with AT&T Telepresence Solution® guest access
Conference with virtually anyone you do business with

AT&T Telepresence Solution® customers can now connect to a broad range of video endpoints, within or outside your organization, even if they aren't registered to the AT&T Business Exchange.

With our guest access feature, users can invite non-registered endpoints to join a scheduled meeting via the internet, ISDN or your corporate VPN.

Whether you are connecting a subject matter expert into an important customer conversation, interviewing a remote candidate for minimal cost, or finalizing a deal with a business partner around the world, guest access greatly expands the value of your telepresence and video investment.

Guest access gives you greater flexibility to:
- Participate in meetings via video endpoints on your VPN that are not registered with the AT&T Business Exchange.
- Connect from a video conferencing room using a public network.
- Join meetings over the internet from desktop/laptop and select mobile devices using video applications like the Cisco Jabber™, Polycom® RealPresence® Mobile; LifeSize® ClearSea™ from Logitech, and other standards based video clients using Wi-Fi hot spots, 3G, 4G and 4G/LTE wireless connections (where available).

Guest Access at a Glance
- Supports both dial-in and dial-out service to unregistered guest endpoints.
- Simply schedule access for guest endpoints when setting up your meeting.
- You can use guest access with intra or intercompany meetings, both point-to-point or multipoint.
- Works regardless of your deployment model: Hosted, Enterprise or Gateway Connect.
- Applicable usage rates for their guests will be charged to the meeting host.
- Service must be activated with an addendum to your contract.
- Video and audio quality will vary based on the resolution and network connection of the guest endpoint(s).

Guest Endpoint Connection Support

<table>
<thead>
<tr>
<th>Endpoint Type (Signaling)</th>
<th>Access Type</th>
<th>Dial-In Support</th>
<th>Dial-Out Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>H.323</td>
<td>Internet</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>H.320</td>
<td>ISDN</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>SIP*</td>
<td>Internet</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>SIP*</td>
<td>VPN</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

*Note: SIP support over VPN requires a SIP trunk be maintained with the AT&T Business Exchange for guest endpoint access

To learn more about AT&T Telepresence and Video Conferencing, visit www.att.com/telepresence or have us contact you.
Requirements

Access
Access requires an AT&T SIP trunk to support dial-in from a VPN. Internet access endpoints must support SIP or H.323.

Firewall
Guest endpoints should be configured for in-bound and/or out-bound connections through either customer network firewall or video firewall traversal gateway.

Network Capacity
Guest access endpoints can take up to 2MB per connection. Your AT&T Account Team can make recommendations for capacity planning. Public network connections (internet, ISDN, mobile) are billed usage only and do not have a VPN capacity consideration.

Charges and Service Activation
The meeting host will be charged applicable usage rates for their guests1 and you must sign a contract addendum to activate the guest access feature. Please contact your AT&T account manager for more information.

Quality and Testing
The video and audio quality will vary based on the resolution and network connection of the guest endpoint. Prior to participating in a guest access meeting, you should test any IP and ISDN endpoints to help ensure the endpoints can connect to the service and so you can also experience the audio and video quality of the external site. This testing is the responsibility of the meeting coordinator. To schedule a test prior to your first meeting, coordinate a date and time and follow the same scheduling procedures you would use for an actual meeting. You can also choose to use the AT&T Telepresence Solution connection test for this purpose. Instructions and bridge information for the test can be found in the connection test user guide located at http://creative.att.com/atsramp/ctuserguide.pdf

To schedule a meeting with a guest endpoint:

- Go to the AT&T Telepresence Solution Scheduling Portal at https://telepresencemeeting.att.com and schedule your registered endpoints (and any registered intercompany endpoints) as you normally would.

- On the Unregistered tab, select the number of guest endpoints you would like to invite2. NOTE: There is a maximum of 20 endpoints for the call including any internal, external or guest endpoints.

- After you create the meeting, you will receive an email confirmation with the dial in details.

- Provide the dial-in details to anyone dialing in as a guest. The dial-in will be in the format MeetingID@video.att.com for all endpoints joining via the internet.

- The guest will be able to dial-in to the telepresence meeting bridge from any H.323 or SIP-enabled Internet or any SIP-enabled AT&T VPN based video location.

For more information on scheduling, please visit http://www.att.com/telepresencescheduling

Meeting Support
Guest access is a best effort service. AT&T provides direct support related to the performance of the video meeting bridge and any AT&T managed endpoints. For guest endpoints, AT&T provides support for questions or issues related to connecting to the meeting or unintentional disconnects from the meeting.

Troubleshooting Guest Access
You cannot connect to the meeting.
If you have trouble connecting to the meeting, contact the AT&T helpdesk (888-999-0119) to verify the bridge is functioning and the dial-in/dial-out information is correct.

You attempt to join the conference as a guest and get a message that your meeting is full.
It is the responsibility of the meeting organizer to schedule adequate resources. For example, if only two guests were scheduled and you are the third to join the conference, your access will be denied. Contact the meeting organizer for assistance. You may be able to join the meeting via an audio-only bridge.

You connect to the meeting but only see a message “Please wait for your meeting to begin.”
This message appears if you are the first to join the meeting. Wait for another video endpoint to join the meeting.

You connect to the meeting, but the video or audio quality is poor.
The video and audio quality will vary based on the resolution and network connection of the guest endpoint especially on public networks. Less than expected quality on a VPN connection may be due to lack of sufficient concurrent network capacity. Your AT&T Account Team can help with capacity planning for guest access.

Can I schedule guest access endpoints using the add-in for Microsoft Outlook or Lotus Notes?
You cannot currently schedule guest endpoints using the add-in for Microsoft Outlook. You will need to go into the AT&T Telepresence Solution Scheduling Portal.

Do you have to have at least one registered endpoint on the call?
You have to be an AT&T Telepresence Solution customer with a registered endpoint(s), but that endpoint does not need to be included in the meeting. You can schedule a meeting with 100% guest endpoints.

To learn more about AT&T Telepresence and Video Conferencing, visit www.att.com/telepresence or have us contact you.
Notes
1. The applicable usage rate (per minute charge or consumption of a simultaneous screen) will be assigned to the meeting host for each guest endpoint connecting into the AT&T Business Exchange. Additional fees would apply to dial-out ISDN connections.

2. Dial-In is the preferred method however, the AT&T Business Exchange can dial out to a known guest location. You can enter the ISDN # or Internet Uniform Resource Identifier (URI) of the guest endpoint in the dial out section of the Guest Endpoint tab. The AT&T Business Exchange will dial the guest endpoint at the scheduled start time. The endpoint should be set to auto answer, or someone should be in the room to answer the call. If the call is disconnected, you will need to contact the help desk to re-dial the connection.

For more information contact an AT&T Representative or visit www.att.com/telepresence.