



Collaborate on-demand with AT&T Telepresence Solution[®] virtual meeting rooms

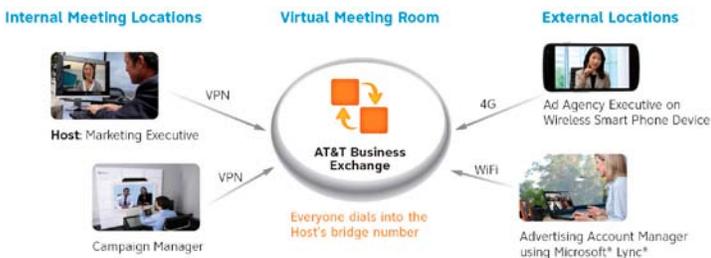
Adding flexibility to when and where you meet

AT&T Telepresence Solution customers can enjoy the flexibility of conducting reservationless, multipoint video meetings on demand with the ease of a conference call.

Virtual meeting rooms can help make video collaboration more accessible for your users and enable a new level of collaboration and productivity for employees across your organization. Plus, with the option to have Microsoft[®] Lync[®] users join your on-demand meeting, you can really expand the community of possible meetings participants. It's all part of delivering video collaboration solutions that scale and pursuing our vision of making video communication as widespread and easy to use as the telephone.

How does it work? Ready. Set. Meet.

You want to connect in the way that's most convenient for you and we give you options. Pre-scheduled meetings are like traditional face-to-face meetings with the added flexibility of video dial-in and dial-out for guest access users. Direct Dial makes video as "simple as a phone call" and connects you almost instantly across the AT&T Business Exchange for on-demand meetings.



Scenario	Solution
A marketing executive received preliminary concepts from the advertising agency that were not on target. She needed to bring the team together quickly to get everyone re-aligned before they spent more time heading down the wrong path.	The marketing executive shared her bridge number with participants and asked everyone to dial into her virtual meeting room at the appointed time. No reservation was required. People joined the meeting from a variety of endpoint types, (multipurpose, desktop, laptop with Microsoft [®] Lync [®] , wireless device) and connection types (VPN, WiFi, 4G wireless).

With virtual meeting rooms you get meeting flexibility by bringing the ad-hoc, on-demand approach into a group meeting setting. Simply insert the dial-in details into your regular meeting invitation, add participants and send an invitation as you normally would. Instead of reserving resources in advance, everyone simply dials a number and enters an access code. Your virtual meeting room is available at any time.

Virtual meeting rooms give your participants the flexibility to join from:

- Any of the over 6,000 endpoints registered with the AT&T Business Exchange, which include over one-third of the Fortune 100 plus numerous public sector and educational institutions.
- Endpoints and video software applications on your VPN, the Internet or mobile networks and those registered to the AT&T Business Exchange.
- Desktop/laptop and select mobile devices using video applications like the Polycom[®] RealPresence[®] Mobile and Desktop apps; Cisco Jabber[™] Video for TelePresence; LifeSize[®] ClearSea[™] from Logitech, and other standards based video clients using Wi-Fi hot spots, 3G, 4G and 4G/LTE wireless connections (where available).

The AT&T Business Exchange provides the platform for bridging and interoperability and delivers a "highest common denominator" experience, helping you get a high quality video meeting.

Configurations

Select your virtual meeting rooms from two configurations, each providing unlimited usage:

1. Interoperability

Available in standard configurations of 6, 10, 20, 30, 40, 50 and 64 ports, custom configurations can support a minimum of 4 ports to a maximum of 64 ports supporting VPN, Internet, and mobile network connected endpoints.

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

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2. Full Immersive

Available in standard configurations of 12, 24, 36, and 48 ports, custom configurations can support a minimum of 12 ports to a maximum of 48 ports.

Typical Virtual Meeting Room Applications

- C-level executive wants “always on” video meeting capability for instances where a scheduled meeting is not practical.
- The IT department wants a pool of emergency overflow video ports they can assign to users to quickly overcome any issues with a scheduled meeting.
- Project teams need to meet frequently but they don’t work in locations that can justify room-based systems.
- Video power users need the flexibility of on-demand meetings.

The Virtual Meeting Room Experience

There are four key elements to successful video meetings: arranging, attending, assisting and administrating. Let’s look at how AT&T makes those elements work for you when you are using virtual meeting rooms.

Arranging

If you assign a specific user their own “personal” virtual meeting room, they simply send participants the meeting ID and dial-in information along with their meeting invitation. They are also assigned a host code for added security. For some applications you may want a group of users to share a virtual meeting room. With a “shared” virtual meeting room you can keep track of who will be using it through your groupware system (i.e. Microsoft® Outlook®) by setting the virtual meeting room up as a “resource” and asking the users to reserve the resource when they set up the meeting. Regardless of how you use the virtual meeting room, it is up to each individual participant to ensure their endpoint is available to participate in the meeting.

Attending

How you join the meeting depends on the type of network you are using.

- Endpoints on your VPN simply dial 18669863384**XXXXXXX, where XXXXXXX is the meeting ID. Endpoints registered to the AT&T Business Exchange also have the option of dual-stage access through the IVR by dialing 18669863384 and then entering the meeting ID when prompted.
- Public endpoints using the Internet, Wi-Fi, or 4G/LTE networks will most often join the meeting by dialing by dialing XXXXXXX@video.att.com where XXXXXXX is the meeting ID. They can also dial meet@video.att.com and enter the meeting ID when prompted.
- Meeting IDs for virtual meetings can also be set up as speed dials in video devices or stored in address books.

Assisting

For managed endpoints AT&T provides proactive monitoring and maintenance including incident management and root cause analysis, end-to-end resolution, software upgrades, proactive system testing and service level agreements. AT&T provides seamless, consistent support whether you own the managed endpoint or AT&T provides it as part of our fully bundled, operational expense offering.

For endpoints not managed by AT&T participating in a virtual meeting room, we provide complimentary end user support for the duration of the meeting. This includes answering “How do I?” questions and assistance with connection issues.

Virtual Meeting Rooms (VMRs) at a Glance

- On-demand high definition video meeting virtually anytime, anywhere. Simple to use, just share your bridge number and access code with participants
- Cloud-based so no on-premise equipment required
- Supports Microsoft® Lync®, Cisco® Jabber™, Polycom® RealPresence® Desktop and Mobile clients as well as other standards based video endpoints
- Active presence provides view of up to 16 sites per screen
- Participants dial-in to the meeting from VPN, Internet, Wi-Fi or 4G/LTE networks
- Host and Guest PINs for added security
- Presentation sharing
- VMRs can be billed on a monthly recurring charge (MRC) basis or usage instead of upfront capital expenditures
- Service must be activated with an addendum to your contract
- Video and audio quality will vary based on the resolution and network connection of unregistered endpoints

Administrating

Just like scheduled meetings, when using a virtual meeting room the video and audio quality will vary based on the resolution and network connection of those endpoints. You should test any endpoints to help ensure they can connect to the virtual meeting room and to experience the audio and video quality of the meeting. This testing is the responsibility of the meeting host. To schedule a test prior to your first meeting, coordinate a date and time and follow the same procedures you would use for your actual meeting.

You can also schedule a regular meeting test prior to your first meeting by following the same procedures you would use for your actual meeting.

Endpoints not hosted and managed by AT&T should be configured for out-bound connections through either customer network firewall or video firewall traversal gateway. Virtual meeting rooms and prescheduled meetings share the same access to the AT&T Business Exchange. Depending on the number of virtual meeting rooms and their frequency of use, you may need more VPN bandwidth to the AT&T Business Exchange. Internet and mobile-based connection capacity is assured through the AT&T Business Exchange public access gateways. Your AT&T Account Team can make recommendations for capacity planning.

If you are the meeting host, you can use Active Meeting Management to access simple tools, giving you visibility and flexibility to enhance your meeting.

Charges and Service Activation

With virtual meeting rooms you get unlimited monthly use for the cost of a typical business trip. Charges will be billed on a monthly recurring charge (MRC) basis.¹ An addendum to the AT&T Telepresence Solution pricing schedule is required to subscribe to a virtual meeting room.

Notes

1. Virtual meeting rooms are not included in any Simultaneous Screen or Unlimited Usage Option Plans.

Troubleshooting Virtual Meeting Rooms:

Problem/Question	Resolution/Answer
You cannot connect to the meeting.	If you are calling from an immersive telepresence room press the "Live Desk" button. If the "Live Desk" function is not available contact the help desk number provided in your VMR confirmation email to verify the virtual meeting room is functioning.
If you attempt to join the conference and get a message that your meeting is full.	It is the responsibility of the meeting organizer to schedule adequate resources. For example, if you are the 11th endpoint to join a 10 port bridge, your access will be denied. Contact the meeting host for assistance. You may be able to join the meeting via an audio-only bridge.
How do you add audio-only participants?	One of the endpoints that has audio add-in capability can dial an audio bridge for the audio-only attendees.
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 your 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.
You do not have the meeting ID.	You should contact the meeting host to obtain the meeting ID. For security purposes, AT&T does not provide meeting IDs over the telephone. If you are the meeting host, the meeting ID will be sent to your registered email address.
I need more ports than my VMR will support.	AT&T offers a wide range of port options. Talk to your AT&T Account Executive about increasing your port size.

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For more information, please contact your AT&T account manager or go to www.att.com/telepresence.

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