

Sprint offers one of the most comprehensive video conferencing portfolios in the industry — from connectivity services accessing thousands of sites all over the world to complete network solutions using flexible switched data networks.

Sprint is an industry pioneer, devoted to providing full video conferencing support to its customers since 1981. Sprint's products and services are designed for ease of use, flexibility and reliability, both for the meeting participant and the telecommunications manager.

Network solutions

Switched services — Initially, video conferencing utilized dedicated private networks and satellite-based transmissions. Now, because of higher quality codecs that allow for better quality video at lower speeds, Sprint's video conferencing and desktop services also use switched data services as the transmission method.

Sprint offers a variety of switched data services and term plans. Depending on the size of your company, its geographical dispersion and estimated usage, Sprint can offer a network service that is designed to meet your needs.

Currently all of Sprint's switched offerings are available at 112/128 kbps (the equivalent of two phone lines) and at higher transmission speeds in increments of 56/64 kbps. To achieve higher speeds using switched services, Sprint supports a device called an inverse multiplexer (IMUX) that dials-up additional phone lines. The more bandwidth available means better video quality during a video conference.

Connectivity services

Sprint's Video Conferencing Service Bureau offers a variety of connectivity services enabling customers to conference with locations that they normally might not be able to reach.

- ▶ Sprint provides the conversion necessary to allow connections to dissimilar codecs.
- ▶ Sprint has a number of services that provide access to: private networks, sites on any of Sprint's switched or dedicated private networks, and hundreds of public room facilities including Kinko's. Kinko's and Sprint offer the largest public retail video conferencing network in the U.S.
- ▶ Sprint's connectivity services are not limited to domestic locations, but also provide access to international locations.
- ▶ Sprint provides the multipoint connectivity services needed to connect more than two locations in a single video conference. Multipoint conferences are available for systems running in standards or proprietary modes.

VIDEO CONFERENCING PRODUCTS AND SERVICES

Sprint offers the following for your video conferencing needs:

- ▶ Quality network solutions
- ▶ Value-added connectivity services from the Sprint Video Conferencing Service Bureau
- ▶ State-of-the-art equipment solutions
- ▶ Public rooms



VIDEO CONFERENCING PRODUCTS AND SERVICES

Equipment solutions

Service Bureau support, but also an equipment solutions package that includes installation and maintenance, and both purchase and rental options. As a premier solution, Sprint offers the ViewStation,TM the state-of-the-art video conferencing system from Polycom.[®] Sprint also offers video monitors, document cameras, and the Sprint network termination device (NT-1) — everything you need to get your site conferencing-ready.

Site management and scheduling

Sprint will manage room and conference scheduling for you. Sprint provides two types of reservation and scheduling services: a web-based option that will soon be accessible from your desktop and a phone-in service to Sprint's Video Conferencing Reservations Center: at 1-800-669-1235.

Public rooms

Sprint has partnered with over 500 video conferencing facility owners all over the world to provide video conferencing services to organizations or individuals that do not own private facilities. Public room facilities resell video conferencing services provided by Sprint. Kinko's, Sprint's largest public room partnership, provides over 150 public room facilities in the U.S.

Reservations for both Sprint public rooms and Kinko's rooms are handled by Sprint's video conferencing reservations center. Billing for Sprint public rooms is handled by Sprint. Fees for Kinko's public room facilities are billed by Kinko's. Rooms can be reserved by calling 1-800-669-1235.

**For more information , talk to your
Sprint representative or call a
reservationist at 1-800-669-1235**



SPRINT VIDEO CONFERENCINGSM

As of the date shown on the right, Switched Data Service for video conferencing is available to the following international locations. Note that dedicated service is also available internationally. If you have questions about a specific country, ask your Sprint reservationist.

Argentina	Denmark	Japan	Singapore
Australia	Finland	Luxembourg	South Africa
Austria	France	Mexico	Spain
Belgium	Germany	Netherlands	Sweden
Brazil	Hong Kong	New Zealand	Switzerland
Canada	India	Norway	Taiwan
Cayman Islands	Ireland	Phillipines	United Kingdom
Chile	Israel	Poland	
China	Italy	Russia	

INTERNATIONAL SWITCHED CONNECTIVITY

- ▶ Value-added service charges may be applicable.
- ▶ For U.S. half-circuit dedicated international pricing, please refer to separate rate sheet.
- ▶ For SDS service transmission rates ask your Sprint reservationist.

For more information, talk to your Sprint representative or call a reservationist at 1-800-669-1235

Effective: March 2000

Countries are subject to change



**QUICK
REFERENCE
INFORMATION****Making a reservation**

- ❶ Call Sprint Video Conferencing Reservations Center, 24 hours a day:
In the U.S. dial 1-800-669-1235, option 1
Outside the U.S. dial 1-404-649-4996
- ❷ Provide the reservationist with the following:
 - ▶ Your company name, your name and your phone number
 - ▶ Site ID/Room Code for participating locations
 - ▶ Date, time, and length of the conference
 - ▶ Contact names/phone numbers for each site
 - ▶ Billing account number to be used for the conference
 - ▶ Transmission rate/algorithm for each site in the conference
- ❸ After providing this information, you will receive a confirmation number and dial-in numbers for each location. The conference chairperson is responsible for distributing the dial-in numbers to conference participants.

Note: Remember to also reserve your video conference room internally!

Lead times/extensions

- ❶ A 24 hour lead time is suggested for all Sprint Video Conferencing domestic and international conferences
- ❷ Many conferences can be reserved 30 minutes prior to the requested start time, provided there are no scheduling conflicts
- ❸ All conferences are booked on a first come, first serve basis
- ❹ To extend a conference, call the reservations center 15 minutes prior to your scheduled end time: In the U.S. dial 1-800-669-1235, option 1
(Outside the U.S. dial 1-404-649-4996)

Pre-conference setup

To make sure the audio and video quality is acceptable, Sprint recommends that each site participating in a video conference dial in 30 minutes before the conference start time. A 30 minute pre-conference setup is automatically added to all conferences.



QUICK REFERENCE INFORMATION

Technical assistance

- ❶ For troubleshooting support call Sprint's Customer Support Operation Center:
In the U.S. dial 1-800-669-4359
Outside the U.S. dial 1-404-649-4948
- ❷ Sprint's Customer Support Operation Center provides:
 - ▶ Equipment fault isolation
 - ▶ Sprint network troubleshooting support through the Sprint's Service Management Center
 - ▶ Troubleshooting support for any of Sprint's Video Conferencing services

General troubleshooting tips

- ❶ If the distant site cannot hear you or you cannot hear the distant site:
 - ▶ Check to see if mute feature is on, if so, turn it off
 - ▶ Remove any objects that may block the microphone
 - ▶ try to move closer to the microphone
 - ▶ Increase the volume
- ❷ If you are hearing your voice echo:
 - ▶ Ask the distant end to decrease their volume
- ❸ If you can't see the distant end but you hear the audio from the distant end, ask the distant end if the proper camera is selected
 - ▶ If you are experiencing problems, please verify your configuration with the distant end and/or hang up and "redial" your video call

Canceling a scheduled video conference

1. Call the Sprint Video Conferencing Reservation Center:
In the U.S. dial 1-800-669-1235, option 1
Outside the U.S. dial 1-404-649-4996
2. Provide the confirmation number of the conference you wish to cancel

