



Bringing it all together

BT Global Video Exchange

Frequently asked questions - Technical capabilities



The background is a solid orange color with a pattern of overlapping circles and rings in various shades of orange and white. The circles are of different sizes and are scattered across the page, with some appearing as double-lined rings. The overall effect is a modern, abstract design.

BT Global Video Exchange expands Cisco TelePresence immersive capabilities by allowing you to connect outside of your enterprise and conference with clients, partners, and vendors that are critical to your business success.

Are sites simultaneously registered to both the Denver and London nodes?

Each customer will need four (4) SIP routes, two (2) to each node set-up as first choice, and then two (2) set up as a second choice. Clients should implement a Least-Cost-Routing plan so that the client's Cisco Unified Communications Manager (CUCM) sends the call to the optimum BT Global Video Exchange node, not necessarily based on cost, but on latency, to get best available quality.

If BT Global Video Exchange has nodes in the US and Europe, can I call sites in APAC?

Absolutely! BT Global Video Exchange will support connections between TelePresence units around the globe. But network latency will impair the quality of calls that travel too far.

What happens if a 720p endpoint joins a multipoint meeting where the other sites are operating at 1080p?

All legs will drop down to 720p and a message/icon will appear on the screen indicating that the call has been downgraded.

What happens to the quality of my call when I add a non-Cisco TelePresence endpoint?

Interoperability will be added in a future release of the BT Global Video Exchange, but is currently not available.

Is the Direct Dial service constrained by bandwidth?

Yes, the bandwidth of the client's network connection to the Global Video Exchange that defines the number of calls that can run concurrently. This is true for all service packages (Direct Dial, Self-Service, and Assisted).

Do we need to carry out any design, testing or configuration to set this up?

Yes, clients need to define their expected usage patterns, and from that, identify the amount of bandwidth they need to connect to the service. During implementation, clients must configure their CUCM and rooms to get access to the Exchange.

Do CTS endpoints need to be registered to both the customer's Call Manager complex and the BT Exchange Call Manager?

No, client endpoints are not registered to the Cisco Unified Call Manager located within the BT Global Video Exchange. The BT CUCM is used to terminate SIP trunks, manage the Dial Plan of the Session Border Controller, and manage Call Admission Control to the BT Global Video Exchange.

Do I need to add bandwidth requirements when I connect my TelePresence network to the BT Global Video Exchange?

You do not need to change your existing network. However, you will need to purchase an appropriate amount of bandwidth connecting your existing network to the BT Global Video Exchange. Once you've decided how much you need, simply order the bandwidth as Exchange Connect.

What must clients have in place before they can utilise this service? Is there a minimum criteria/building block needed by each customer (e.g. can a CTS3000 customer talk to a CTS1000 customer)?

The minimum requirement will be that the customer has a managed TelePresence service in place (TP rooms, managed CUCM and maintenance service).

What service quality is offered by the Global Video Exchange?

The quality of TelePresence calls is highly dependant on jitter, delay and packet loss of a clients' WAN, and not the Global Video Exchange.

Can I use the BT Global Video Exchange to hold B2B calls over an MPLS network using equipment other than Cisco TelePresence?

Full support for Cisco/TANDBERG and Polycom endpoints is available with BT's Video Bridging Service.

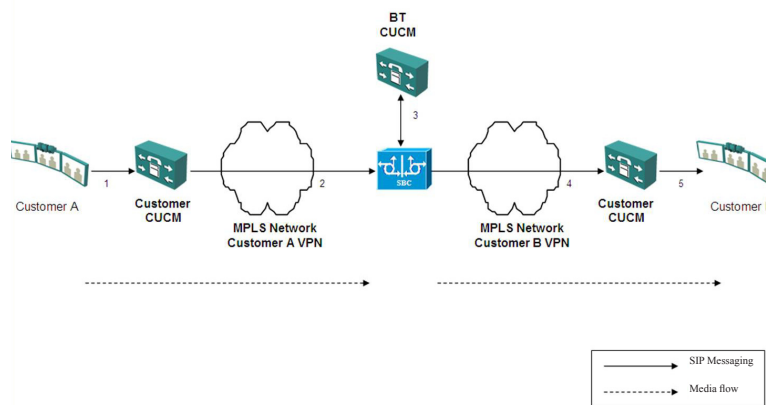
Who should I contact if my TelePresence service fails during a call?

Call the BT Conferencing Help Desk anytime, 7 x 24, to report any trouble you may experience.

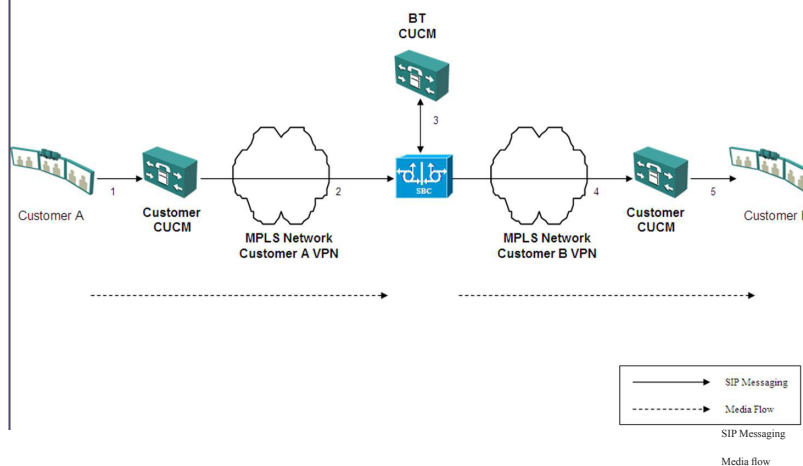
Is BT Conferencing's Remote Endpoint Monitoring (REM) service required?

REM is not required but, if included, it eases a number of administrative burdens. In addition to providing centralised device monitoring, REM can actively manage the configuration of TelePresence endpoints. This is especially helpful where clients have turned off Auto Answer as a security precaution; REM can enable a TelePresence endpoint to answer legitimate, scheduled calls by temporarily allowing TelePresence sites to Auto Answer.

What is the call flow between my sites and other sites in the BT Global Video Exchange?
Direct Dial (point-to-point) call flow:



Producer Assisted (multipoint) call flow:



In what countries can the BT Global Video Exchange Services be provided to clients?

Your sales representative can provide you with the most updated list of countries in which the service is available.

Does the session border controller (SBC) stop other clients from getting access to my WAN/LAN, and vice versa?

The security provisions of the SBC include Topology Hiding, Address Hiding, NAT and Firewall Traversal, Prevention of Fraud, Theft of Service Protection, and Denial of Service Protection. A security white paper is available for further information.

If I want to connect to a partner that is also on the Exchange, how do I set up that call?

There are many ways to set up calls. The most popular is the Reserved Dial service. With Reserved Dial you simply schedule a meeting on the Global Video Exchange and at the time of the call dial an access number and passcode.

Is BT Global Video Exchange connected to the Cisco Exchange?

Yes.

How is this service different from the Cisco TelePresence Exchange product?

The BT Global Video Exchange supports TelePresence sites that are connected to either the BT MPLS network or the Masergy MPLS network. Furthermore, the Global Video Exchange is a companion solution to the BT One Care Plus for TelePresence that provides full conferencing and management services to your TelePresence sites. Together, these services provide a complete, end-to-end solution for your TelePresence application.

As a member of the BT Global Video Exchange, can I communicate with sites that are on other networks?

The BT Global Video Exchange allows you to connect with Cisco TelePresence systems that are supported by either BT, Masergy or TW Telecom MPLS networks. Support for additional networks will be available in future releases.

What kind of information must be provided to become a member of the BT Global Video Exchange?

You must complete a site form that enables BT Conferencing to identify your site within the IP Video Exchange. You will be asked to provide a publicly addressable DID (E.164) number for each site. The BT Global Video Exchange uses public DID numbers to determine calling privileges and routing. A project manager will be assigned to help with service design and implementation.

Do I have to be a member of the BT Global Video Exchange to utilise your CTMS for my intra-company (internal) calls?

Your sites need to be registered with the BT Global Video Exchange to utilise the Exchange CTMS. The shared CTMS located in BT's Global Video Exchange node will set up connections regardless of whether sites are internal or external (inter-VPN or intra-VPN), and all calls will be billed in accordance with the pricing schedule. The pricing schedule uses the number of sites and the method of scheduling as variables (and not the type of VPN).

How does the BT Global Video Exchange work if I already have a CTMS?

Multipoint calls are either hosted by the Exchange or by the client's CTMS, but not both for the same call. BT Global Video Exchange cannot support calls that include multiple legs connected to a client's CTMS while also having multiple legs through the Exchange CTMS. We can not cascade the CTMSs. In addition, the BT Global Video Exchange does allow multiple concurrent call legs through the SBC.

Can I schedule a B2B call via my Telepresence Manager?

Yes, you can continue to use your organisation's Outlook/TelePresence Manager when scheduling point-to-point B2B calls. If your organisation has its own CTMS then you can also continue to use Outlook/TelePresence Manager to schedule your calls. If your organisation does not have its own CTMS, or if the capacity of your organisations' CTMS is fully utilised, then you should schedule your call using BT Engage Meeting Manager or through our help desk. Calls scheduled using your organisation's Outlook/TelePresence Manager are restricted to a defined list of TelePresence sites. Ask your site administrator or call our help desk to find out if your desired connection is included on the list.

What additional services are available with Assisted calls?

BT Global Video Exchange Assisted calls provide scheduling services, digital Connection Monitoring, and troubleshooting. Additional services (such as endpoint monitoring and help desk) are available to customers of the One Care Plus services, as defined in that service.

How do I add users from my company?

If you need to include additional sites in the BT Global Video Exchange, you will need to complete an order with your sales representative. When you add sites, you should assess whether you have sufficient IP Connect bandwidth to support the expected demand. If additional people need access to BT Engage, our online scheduling tool, simply call our help desk to arrange for additional login credentials.

What is the difference between scheduling calls through the help desk and through the BT Engage portal?

Calls scheduled through the help desk can include any other site registered to the BT Global Video Exchange (as permitted by clients). Calls scheduled using BT Engage only connect sites that have pre-arranged permission. Email confirmation is provided with both scheduling methods.

What are the hours of service?

The service is available 7x24x365. You can schedule and host calls anytime, and help desk support is always available.

Is there any user training required or offered for this service over and above the normal TP training?

User documentation will be provided during the onboarding process that explains available features and pertinent user information for the Global Video Exchange service.

When I call another BT Global Video Exchange site who pays for the service?

Usage charges are invoiced to the company that organises the meeting.

Do I have to pay the monthly network fees related to bandwidth if I haven't conducted any B2B calls during the course of a month?

Yes. Network access fees are not included in Global Video Exchange charges and are billed by the client's chosen network provider.

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