

# Talk & Vision

## SERVICES

Talk & Vision's videoconferencing solutions offer you worldwide delivery, installation and maintenance of your videoconferencing systems. Our unique portfolio also includes Conferencing Services that make our solutions even more powerful.

Normally two locations are involved in a videoconference (Point-to-Point). Recently more and more of our customers want to meet with three or even more locations simultaneously (Multi-point). A bridge or MCU (Multi Conference Unit) can be used for this purpose. Considering the large financial investment the purchase of an MCU requires, using Talk & Visions Conferencing Services is a much better and cost effective option for these kind of meetings.

## How to get started

To be able to handle your requests as quickly as possible it is important to properly register the details of the videoconferencing systems to be used. Therefore, Talk & Vision will call all participants to register the system and contact details a few days before the first conference is scheduled. Upon completion of the administration, a videoconference connection will be made to confirm that the system is working properly.

## How to complete the reservation form

The most important details are the date of the event, start and end time, the videoconference numbers and the connection speed. You can improve the efficiency of your meeting by adding one of the features below.

<b>Call launch</b>	All participants are connected by an operator (you will receive a call)
<b>Dial-in</b>	All participants get a unique number and make the connection themselves (you will make a call)
<b>Live assist</b>	An operator watches the conference to assist in case the participants have questions / remarks
<b>Voice activated</b>	The participant that speaks is visible at all sites (no maximum)
<b>Continuous Presence</b>	All participants are visible in a split screen at all sites (maximum 9 participants)
<b>Broadcast mode</b>	All participants see the participant that is speaking, the participant that is speaking sees all listening participants (no maximum)
<b>Audio Only</b>	A (mobile) telephone call is placed in the conference
<b>T.120</b>	This option makes data sharing possible
<b>Additional services</b>	Additional services such as event management, recording, room scheduling are adapted for the purpose of the conference



## How to book a videoconference

Conferences can be booked by telephone, VC-web portal, fax or e-mail. As soon as Talk & Vision receives your booking, we will reserve capacity on our MCU. The minimum length of a conference is one hour. After this hour the conference can be booked per fifteen minutes. The network charges are calculated per site, per minute. If for any reason an MCU outside The Netherlands is used, the (network) costs of that MCU will be invoiced.

## How to proceed to create a videoconference

### 45 min. before start conference

All locations switch on systems

### 15 – 30 min. before start conference

Talk & Vision operator starts making all connections

### During the conference

For questions and remarks please call  
+31 348 460006

### 15 min. before end conference

Request for extension

### Early ending conference

Participants disconnect themselves

### End conference

Automatic disconnection

## How to reduce costs

As the ISDN calling charges in The Netherlands are amongst the lowest in the world, using Talk & Vision Conferencing Services can reduce your videoconferencing costs considerably. Even for point-to-point connections, it is usually less expensive to use Talk & Vision conferencing services.

## How to deal with technical problems

If you have questions about the quality of the connection, the image and/or the sound it is important to let us know during the conference. Only then is it possible to resolve a problem or find the cause of the problem. As Talk & Vision is a videoconference service provider that delivers and maintains videoconferencing equipment of all brands, we can help you with problems on all types of systems.

## How to deal with (ad hoc) meetings

Talk & Vision can also set up ad hoc meetings for you. We can connect up to five registered parties within 45 minutes after the request and up to ten registered parties within 60 minutes after the request. For non-registered parties an extra set up time of 15 to 45 minutes per participant is needed.

## How to decide

To experience our services, we are happy to offer you a free trial.

## Why Talk & Vision Conferencing Services?

- Very low network charges
- Operators trained in all brands
- 24/7 availability
- Ad hoc service
- Both ISDN and IP supported
- Fast and reliable services
- Large availability
- Company dedicated operators
- Free trial
- Project and Event management

## VC web portal

Videoconferencing is the ideal solution for large companies as it speeds up decision-making processes and lowers costs. In order to simplify the use of videoconferencing, Talk & Vision has developed an internet based Videoconference Portal (VC-Portal). This gives your employees world wide easy and fast access to videoconferencing.

You can use this web portal to book videoconference calls, both point-to-point and multipoint. You can view and update details of your worldwide locations, such as phone numbers, contact persons, room numbers and other useful details.

With your password you can access the data relevant for your organisation. Your data are stored in a dedicated area, preventing unauthorised access. For all customers with a Talk & Vision maintenance contract, the use of the portal is free of charge.

