

TATA Public Room Reservation Guide for NLR Clients

Welcome to TATA Communications TelePresence Services. The information below is a quick reference for how to schedule a Public Room on the TATA Meeting Exchange by either contacting the TATA VNOG by phone or using the TATA online Portal.

24x7 Telepresence Call Scheduling

Our VNOG Service is available 24x7. You can either schedule your meeting by contacting the VNOG by phone, or by using our online tool.

1. Contacting the VNOG Via the Telephone:

Call 866-614-7048 (within the US) or +1-312-646-7620 (outside the US) followed by option 1 for English (or option 2 for other languages), then 5.

Be sure to have your conference details easily accessible

- a. Rooms from your organization: Name of the company, number of rooms per company. VNOG may need additional information such as the service provider for your organization. At least one contact per location.
- b. TATA Public Rooms: Room(s) participating, number of participants, and at least one participant per room. If you do not already have a prepaid account within the TATA Portal you will be required to provide credit card information.

2. TATA VNOG Portal Online Scheduling System:

- A. Go to <https://tata.vnogservice.com> and enter your username and password
- B. Select '**Book Conference Room**', followed by '**Create a New Conference**' and enter the required information.
- C. To add one of your internal rooms or a TATA Public Room into a conference, choose '**Select rooms**' tab.
 - a. Adding your company's rooms*: Select '**Private Room**' tab and choose the room(s) from the displayed list. (if room is not listed, it may not be certified yet) *(Only if your company is already a member of GMX community)*
 - b. Adding TATA Public rooms: Select '**Public Room**' tab and choose the room(s) from the displayed list. *(a prepaid account or credit card is needed when scheduling the conference)*
- D. To Schedule a B2B (Business to Business) call, select the '**Add/Remove External Rooms**' tab
 - a. Adding external rooms that are on the TATA GMX: Select the '**TATA Global Meeting Exchange**' tab, choose the companies you will be conferencing with from the list and indicate the number of rooms for each. You must then inform each party to contact the VNOG to add their rooms to the conference by following the instructions provided within the confirmation email.
 - b. Adding external rooms that are on another exchange: Select the '**Other Exchange Networks**' tab, enter company's name, select the exchange network that they are on, and enter the number of rooms. You must indicate who is hosting the call to specify whose dial-in phone number will be assigned.
- E. Fill in all necessary information and click '**Next**' to proceed through each page.

Please be sure that you add as much contact information (email addresses) for the participants as possible. This will ensure that all participants are sent the information for their site.
- F. On completion, click '**Place Order**' and the conference information will be generated and emailed to you.

Testing Connectivity

TATA Communications strongly suggests that you follow the steps below before booking your meeting to ensure a successful connection.

- A. Contact your IT department to confirm they've configured the connection to the Tata GMX using the dial-in sequence **1-877-441-8282**. **If so, proceed with your reservation. If not, request they make the change.**
- B. Once the change has been made, either contact the TATA VNOG (1-866-614-7048 option 1, then 3) to perform a quick test, or dial **1-877-441-8282** from your Telepresence room phone. If you are prompted to provide a Passcode, then your network is properly configured. If not, then contact BT Global Video Exchange Support.

Important Contact Telephone Numbers

<p>Video Network Operations Center (VNOG) For assistance with technical issues pertaining to your TelePresence meeting or bridging connectivity, please contact our TATA Communications (VNOG) at:</p> <p>In the USA: 866-614-7048 Outside the US: or +1-312-646-7620 (outside the US) Followed by option 1 for English (or option 2 for other languages) then 3</p>	<p>NLR Network Operations Center</p> <p>For assistance with technical issues pertaining to your network connectivity, please contact your service provider.</p> <p>NLR NOC: 866-657-9283 (noc@nlr.net)</p>
---	---

