

WHAT CUSTOMERS SHOULD KNOW ABOUT SNAP!VRS AND THE DISTRIBUTION OF OJO™

October 2007



WHAT TO EXPECT

A controlled rollout with a commitment to delivering a high quality service.

> **When will applicants get their Ojo?**

Snap!VRS is currently distributing Ojo video phones. However, we have received a large number of applications so there is a waiting list. We know many applicants have been waiting to receive an Ojo, as we appreciate the continued patience and enthusiasm. Yet, nothing is more important to us than our commitment to providing the Deaf community with a high quality VRS service. Consequently, Snap!VRS will distribute Ojos at a controlled rate that allows us to maintain our commitment to quality, which includes delivering quality interpreting and maintaining a fast speed of answer. So it may take several months before each applicant receives an Ojo.

> **How many Ojos will be distributed?**

Snap!VRS intends to distribute an Ojo video phone to any eligible deaf, hard-of-hearing or speech-impaired sign language user who submits an application. Snap!VRS is carefully scheduling the rollout of Ojos to make sure we provide customers with good technical support and will work hard to provide Ojos to all of its eligible applicants as fast as possible. Snap!VRS wants everyone in the Deaf community to benefit from the Ojo and enjoy our high quality interpreters.

> **How will Snap!VRS notify applicants when they will get their Ojo?**

Applicants who meet the eligibility criteria will receive an email notification a few days before their Ojo is shipped. Upon shipment, the applicant will receive a second email with UPS tracking information and can expect to receive the Ojo within 3-5 business days. If an applicant does not have an email address then Snap!VRS will send a fax, IM, or place a video call. If customers have questions about their application, they can contact us at info@snapvrs.com | VP: dial ask. snapvrs.com | IM: asksnap.

> **Can applicants on the Ojo waiting list call Snap!VRS from another VP?**

Yes. While applicants wait for an Ojo, they can call Snap!VRS on their existing video phone (e.g. VP-100/200 and D-Link) to place VRS calls by dialing the following IP address:

call.snapvrs.com

ASL instructional videos on calling Snap!VRS using other VPs are available at www.snapvrs.com/support.

Additionally, any hearing person may call a VP user through Snap!VRS by dialing the following telephone number:

(877) 711-SNAP (7627)

- > **How does Snap!VRS determine who gets an Ojo first?**
Snap!VRS plans to distribute Ojos according to the order in which the applications are received, but also considers geographic location, network configuration, and approval status. Customers who submit an application for a free Ojo do not automatically get added to the Ojo distribution list. Each application is first reviewed for eligibility according to the requirements listed on our website. Applicants with a pending application (e.g. no high speed Internet, invalid mailing address, etc.) are not added to the distribution list until the application is approved.
- > **What Ojo model will applicants receive?**
Snap!VRS is distributing the PVP-900. However, VCO users may request a PVP-1000 if they want to use the cordless handset by contacting customer service by email at info@snapvrs.com | VP: [dial ask.snapvrs.com](tel:dial%20ask.snapvrs.com) | IM: [asksnap](https://www.snapvrs.com/ask).
- > **Will Snap!VRS give more than one Ojo to each applicant?**
No. Each applicant is eligible to receive one free Ojo at this time. Additional applications will not be accepted. Since Ojo is portable, customers may use Ojo at home or in the office. Snap!VRS may consider providing applicants with an additional Ojo in the future so they do not have to bring the Ojo back and forth between home and the office.
- > **Is Snap!VRS still accepting new applications for a free Ojo?**
Yes. Snap!VRS is accepting new applications. Each approved applicant will be added to the waiting list.
- > **Will customers have their credit card charged for using Ojo?**
Absolutely not! Snap!VRS customers receive an Ojo for free and are able to place unlimited VRS calls and unlimited direct Ojo-to-Ojo and Ojo-to-VP calls at no cost. Snap!VRS also pays the monthly Ojo Services fee so customers do not cover the cost.
- > **Will customers have to discard their old VP?**
All customers have the choice to use an Ojo and/or a VP to place VRS calls and direct video calls. Ojo users do not have to throw out their old VP.

INTEROPERABILITY

Ojo users can call friends, family and colleagues who have a VP.

> Can Ojo users call other VPs?

Yes. Ojo is interoperable, which means Ojo users can place outbound video calls from an Ojo to another VP (e.g. VP-100/200 and D-Link) by dialing an IP address. Ojo users can also receive inbound video calls from another VP.

> Can Ojo users receive calls from other VPs?

Yes. Ojo users can receive inbound video calls from another VP (e.g. VP-100/200 and D-Link).

> Which Ojo model works with other VPs?

Both the PVP-1000 and PVP-900 work with other VPs.

> Can hearing people call other VPs through Snap!VRS?

Yes. Hearing people can call VP users through Snap!VRS by dialing (877) 711-SNAP (7627) and then providing the video interpreter with the VP number.

> Can Snap!VRS receive incoming VRS calls from other VPs?

Yes. VP users can call Snap!VRS on their existing video phone (e.g. VP-100/200 and D-Link) to place VRS calls by dialing the following IP address:

call.snapvrs.com

> Can a VP and an Ojo be used on the same network?

Yes. Customers can use their Ojo and VP at the same time after making a few simple changes to their network. Technical support is available to help configure this setup option. Customers will be able to use both their Ojo and VP while taking advantage of the added benefits Ojo provides, including built-in video mail, interoperable IP dialing, and true-to-life video quality.

> I've heard that Ojos can be purchased from stores or through the Internet but why won't they work with other VPs?

Only Ojos distributed directly from Snap!VRS will work with other VPs.

INSTALLING OJO

It's easy. No installer needed. Ojo involves a simple plug-and-play setup.

- > **Does Snap!VRS send an installer to help with Ojo setup?**
No. Ojo is a simple self-install. Customers should feel comfortable installing Ojo without the help of an installer. Snap!VRS provides a quick start guide to help each customer install Ojo.
- > **Does a router have to be configured to work with Ojo?**
Ojo only requires a broadband Internet connection. However, customers will need to use a router if they want to use the Internet connection for other devices or a PC. Technical support is available to help troubleshoot any configuration issues.
- > **What should customers do if the existing router ports are full?**
Customers need to purchase a 4-port 10/100MB network switch made available by network device manufacturers such as Linksys.
- > **Does Ojo work with a firewall?**
Yes. Ojo works with firewalls as long as specific communication protocols necessary for conducting video calls are open on the network. Ojo performs an automated configuration process to work with the firewall settings.
- > **Does a VP have to be disconnected from the network before installing Ojo?**
Customers have the choice to set up their network in a way that best meets their needs. A VP does not need to be disconnected from the network before installing Ojo.
- > **Will I lose the address book on my VP if I install Ojo?**
Absolutely not! You will not lose your address book on your VP. You will also be able to create a new address book on your Ojo with the Ojo telephone numbers and VP IP addresses for friends and family.
- > **Can Ojo be kept powered on all day?**
Yes. This way, Ojo will receive all incoming calls and callers can leave ASL video messages all day and night.
- > **Is technical support available?**
Yes. Common troubleshooting tips and answers to frequently asked questions are available at www.snapvrs.com. Also, customers may contact technical support for help. See contact information at left.

NEED HELP?

Ojo
711-SNAP (7627)

VP
ask.snapvrs.com

IM
[asksnap](https://www.snapvrs.com/ask)

Email
info@snapvrs.com

USING OJO

A lightweight stand-alone portable video phone with built-in video mail.

> **Does Ojo require a computer, television, or webcam?**

No. Ojo is a stand-alone desktop appliance standing 14-inches tall and weighing only 4 pounds. Ojo provides an award-winning ergonomic and stylish design that includes a 7-inch LCD display with a built-in eye-level camera and speakerphone. Its base has a plug for the power supply and another for the Internet connection. So this lightweight all-in-one video phone is small enough to fit on a desk and does not require a television like the VP-100/200 or D-Link.

> **Is Ojo portable?**

Ojo can easily be transported in its original packaging and affords a plug-and play setup in most locations where a suitable high-speed Internet connection exists. Ojo users are able to easily place VRS calls from different rooms in the home, at a friends' house across town, or even while on vacation without a hitch. No matter where Ojo is connected, it remembers the assigned 10-digit telephone number. A Snap!VRS customer will be able to place and receive Ojo video calls from just about anywhere.

> **What is the Ojo video quality like?**

The Ojo uses a new video technology that allows for higher quality video at lower bandwidth during Ojo-to-Ojo calls. Over a high-speed Internet connection such as cable, DSL, or FiOS, Ojo delivers smooth video at 30 frames per second, the same as broadcast television. That means Snap!VRS customers are able to enjoy true-to-life video quality with a clear and natural picture that makes it even easier than ever to see what the other person is signing.

> **Does Ojo have built-in video mail?**

Snap!VRS customers enjoy the convenience of built-in video mail from within the device itself. Ojo contains up to 20 minutes of storage capacity and users can easily access and view the video mail from the main menu screen.

> **Does Ojo flash when it rings?**

Yes. The Ojo incoming call menu screen flashes to alert users of an incoming call. Ojo users may also purchase a sound signaler device to use with a light switch if a more visual cue is needed. The USS360 Universal Sound Signaler from Sonic Alert (www.sonicalert.com) is an example of one device that is compatible with Ojo.

CALLING SNAP!VRS

Customer-focused approach and high quality interpreting empowers customers during call.

> **How do Snap!VRS video interpreters start each VRS call?**

Snap!VRS video interpreters use a procedure to ensure Deaf callers get connected to the hearing party effectively and then experience a seamless and professional interpreting and telecommunication experience. Snap!VRS interpreters ask the Deaf caller a few quick questions to understand how the Deaf caller wants to be introduced to the hearing party. As a result, the Deaf caller controls the introduction of the VRS call according to their preference.

> **What is the minimum time that a specific interpreter remains on a VRS call?**

The FCC requires video interpreters to remain with each call for no less than 10 minutes, unless they are not able to successfully interpret the call. In order to reduce the burden on the Deaf callers when adjusting to new interpreters during a long VRS call, Snap!VRS video interpreters will stay on the call for 20-30 minutes when possible. This approach to minimizing interpreter switches reduces the confusion for the hearing telephone user and a results in a better experience for the Deaf caller.

> **Does Snap!VRS support 1-line VCO calls?**

Yes. A Voice Carry Over (VCO) call is a type of VRS call in which the Deaf caller prefers to use his/her own voice on the telephone but rely on a video interpreter to receive the auditory message from the hearing party. The FCC requires VRS providers to support 2-way VCO calls in which the Deaf caller uses a standard telephone and a video phone. However, Snap!VRS supports a 1-Line VCO call in which the sound and speech from the Deaf caller is carried through the Ojo to the hearing person's telephone. As a result, the VRS call is more seamless and both parties feel more connected with each other.

> **How does Snap!VRS deliver high quality interpreting?**

Our quality of service is only as good as our interpreters. Snap!VRS recruits highly qualified interpreters with great abilities and a demonstrated portfolio of experience. Snap!VRS is also dedicated to maintaining a culture of professionalism, respect and empowerment, which ultimately enables each interpreter to continue practicing his/her craft at peak performance to ensure every call is interpreted accurately and clearly. Snap!VRS works to ensure that the call is directed by the customer in accordance with the customer's specific preferences.



Visit us online at www.snapvrs.com.

> **Have a general question?**

Email: info@snapvrs.com
Instant Message (IM): AskSnap
Ojo: 711-SNAP (7627)
VP: ask.snapvrs.com

> **Want to send us feedback?**

Email: feedback@snapvrs.com

> **Are you a member of the media?**

Email: press@snapvrs.com

> **Do you want Snap!VRS to attend or sponsor an event?**

Email: outreach@snapvrs.com

911 CALLS: Your safety is important to us. However, due to current technical limitations affecting all VRS providers, Snap!VRS cannot automatically route emergency calls to the nearest Public Safety Answering Point (PSAP) at this time. Snap!VRS recommends you use traditional TTY relay service for emergency calls to avoid a possible life-threatening delay.

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