

NTS NETWORK DIAGRAM

See the Network Diagram attached. The steps shown on this diagram are discussed below:

1. The customer brings up the VRT web page, selects a desired language, and selects “Place Call.”
2. On the outbound port 1853, the network connection goes out to the NTS Video Server. Information about the VRT Station ID, customer ID, desired language, and other desired agent skills are passed along with the call.
3. The NTS Video Server “parks” the video call, and it then makes a Route Request to the Base NTS Server. Information about the call is passed across.
4. The Base NTS Server evaluates settings and preferences for this customer. Each customer domain is linked to a particular VRT Provider, and a call or request is then passed to the correct VRT Provider. In many cases, this call or request takes the form of a Placeholder Call to a phone number provided by the VRT Provider as shown in 4a. In Step 4b the VRT Provider routes the voice call to a selected agent.
5. The selected translator will hear a voice prompt on the line saying “You have a video call, please enter your user code.” The translator should then enter their 3 or 4 digit User Code on their phone keypad. The Base NTS Server will detect these tones, and look up which translator user account maps to this code.
6. The Base NTS Server now communicates with the NTS client software on the translators desktop. If this translator-agent is not logged into NTS, the system will prompt them to do so on the phone link.
7. The Base NTS Server now passes the needed call destination (which is the selected translator-agent ID) for the customer video call to the NTS Video Server.
8. The NTS Video Server now creates a video, and audio, link between the customer and the translator-agent.

Note 1: The video/audio network packets of the call in Step 8 will typically “bridge” through the NTS Video Server. In this way, the customer-side, and the translator-side, need firewall openings only to the NTS servers on their networks. If possible, the NTS system will set up this video stream “point to point” between the two sides if firewall rules allow this.

Note 2: The NTS system supports multi-party video/audio calls with up to 10 participants. In this case, video/audio packets are always bridged in the NTS Video Server. This multi-party capability is important in NXi’s new “Virtual Meeting and Collaboration” (VMC) product, and this feature allows translators to be joined to multi-party virtual meetings.

NTS Data Center

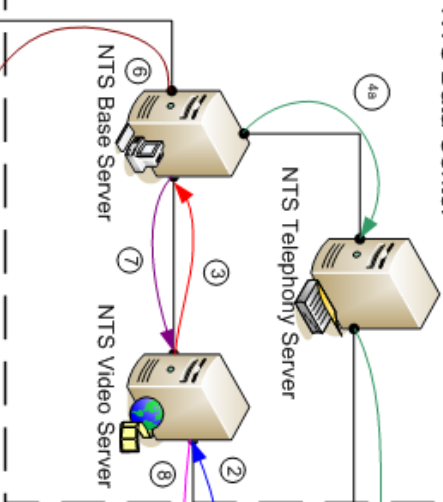
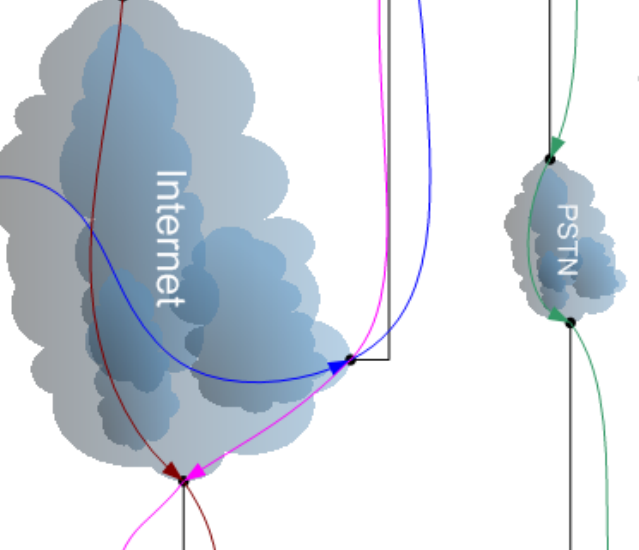
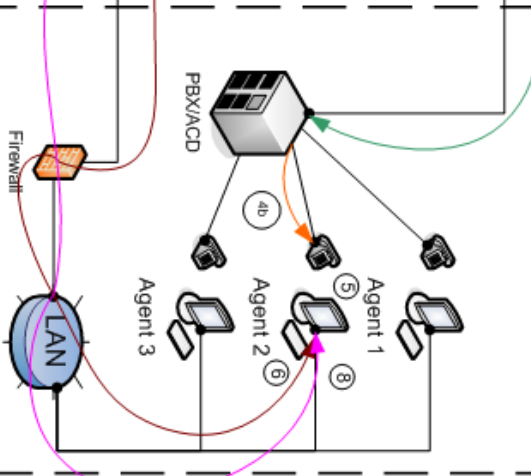


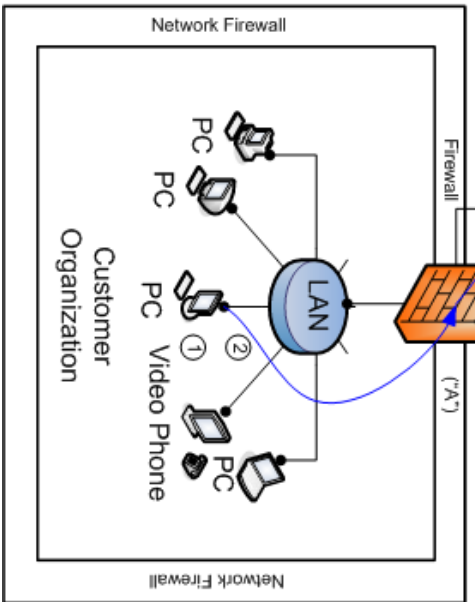
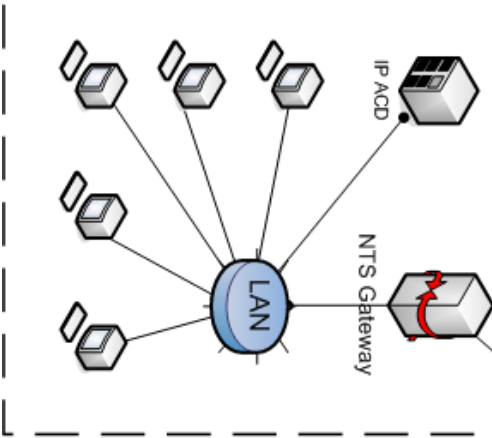
Diagram of VR/VRT Services



Voice Call Center, VR/VRT Provider



IP Center, VR/VRT Provider



Note: Network firewall opening "A" is the single outbound port 1853 (TCP and UDP) to the NTS video server(s).