

# Network Infrastructure Product Guide



## Conference solutions made simple



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**Connect. Any Way You Want.**

# About this guide

This guide provides  
the information  
you need to help you  
determine which **Polycom**  
**Network Infrastructure**  
**conferencing solution**  
is right for you

It really is just as easy as **1, 2, 3.**

## 1. Choose the right application

- Polycom Voice*Plus*
- Polycom Video*Plus*
- Polycom Gateway
- Polycom Unified Conferencing
- Polycom Web*Office*™

## 2. Pick the right platform

- Polycom MGC-25
- Polycom MGC-50
- Polycom MGC-100

## 3. Select the right tools

- Polycom MGC Manager
- Polycom WebCommander
- Click&View
- Polycom Conference Suite
- Polycom PathNavigator



# Choose the right application

## Polycom VoicePlus

Polycom VoicePlus is a superior audio conferencing solution that fills the requirements for small, medium and large enterprises and high capacity service providers. Polycom VoicePlus integrates features that deliver unmatched audio quality and control to conferencing participants and can be integrated with web collaboration—all on Polycom's MGC™ platforms.

### Highlights

- Offers roll call, voting, polling, Q&A and more
- Supports attended and unattended conferences
- Extremely Scalable
- PIN code access and conference lock security
- Supports PSTN and VoIP conferencing
- Common management suite tailored to meet your individual needs

## Polycom VideoPlus

Polycom VideoPlus brings breakthrough "picture" quality to video conferencing that makes distant meetings feel more like face-to-face. Add to that an ease of use unmatched in the industry, high reliability, seamless support for ISDN and IP video, and multipoint video conferencing becomes more productive than ever before.

### Highlights

- Click&View control of personal CP layout
- Multi-Way transcoding ensures each endpoint connects at its optimal capability
- Continuous Presence features layout options, borders, site display names and speaker indicators
- Interactive keypad control (IVR/DTMF) for roll call, voting, polling, Q&A and more
- Pro-Motion 60 fps delivers highest quality video

## Protocol Gateway

Polycom's Gateway solution provides point-to-point connectivity between ISDN and IP networks. Polycom's Protocol Gateway can be integrated with and used as a shared resource with Polycom Unified, Polycom VoicePlus and Polycom VideoPlus or deploy as a standalone Gateway.

### Highlights

- Configured to provide security for your IP audio and video communications; Check Mark Certified
- Comes with a management tool for ease of use and ease of configuration
- Inherent Packet Commander Technology supports high quality IP communications
- Deploy on any MGC-25/50/100 platform

## Polycom Unified Conferencing

Polycom's Unified Conferencing, the ultimate conferencing system, is the first solution in the industry to give you full featured audio and video conferencing capabilities on a single platform with common conferencing features. Unified Conferencing combines all the superior functionality of Polycom VoicePlus and Polycom VideoPlus offering the highest quality conferencing experience possible. And, by eliminating the need for separate bridges and separate management systems to support audio and video, Polycom Unified Conferencing delivers the highest ROI in the industry.

### Highlights

- Full featured audio and video on the same platform
- Same conferencing features for audio and video
- Pro-Motion 60 fps delivers highest quality video
- Wideband audio 14khz delivers high quality sound
- Supports ISDN and IP video, PSTN and VoIP audio conferences simultaneously on one platform
- Supports ad hoc and scheduled conference modes
- Interactive keypad control features supported in audio, video and unified conferences
- Easy upgrade and migration path
- Superior ROI achieved by one platform, management system, installation and set of processes

## Polycom WebOffice

Conduct online meetings anytime, anywhere - Polycom WebOffice is the conferencing portal to The Polycom Office™. It is an easy to use 'virtual office' where participants can meet, collaborate and share information, applications and documents in a secure interactive environment. Hold online meetings via a personal URL and buddy-list that brings users into your Polycom WebOffice. And, easily integrate with the audio and video conferencing infrastructure to deliver a complete conferencing experience.

### Highlights

- Conference Portal provides easy to use 'buddy list' for launching audio, video and web conferencing sessions
- Integrates with Polycom ViaVideo® II and ViewStation® EX/FX and VSX™ 7000 as well as MGC product families
- Include up to 120 participants in one session
- Easy to use embedded controls for management of audio, video and data meetings
- Instant messaging for chatting and meeting invitations to colleagues



# Pick the right platform

## Polycom MGC™ Platforms

Polycom's three MGC platforms provide powerful support for multipoint audio, video, unified and gateway conferencing. Although the MGC-25, MGC-50 and MGC-100 share many common features, each has its own set of configurations and capacities designed to meet specific conferencing requirements. Here is a brief description of the similarities, differences and target environments for each of the three platforms.

### Highlights

- Supports Polycom Unified Conferencing, Polycom Video*Plus*, Polycom Voice*Plus* and Gateway products
- Supports multiple networks: IP and ISDN video, PSTN and VoIP audio
- Supports highest quality audio and video standards
- All platforms use the same management and scheduling applications

|   | MGC-25                         | MGC-50                    | MGC-100                                     |
|---|--------------------------------|---------------------------|---|
| Target Environment  | Small/Medium/Large Enterprises | Medium/Large Enterprises  | Medium/Large Enterprises, Service Providers |
| Type of Network Environment                                     | Distributed                    | Distributed & Centralized | Centralized                                 |
| Capacity Range for IP, ISDN, VoIP, PSTN                         | 3-24                           | 8-480                     | 8-860                                       |
| Resource Redundancy   | —                              | Yes                       | Yes   |
| Power Redundancy  | —                              | —                         | Yes   |
| Hot Swappable   | —                              | Yes                       | Yes   |
| Expansion Slots   | —                              | Yes—8 slots               | Yes—16 slots                                |
| Configurations  | Preset                         | Flexible                  | Flexible                                    |
| MGC Manager, Polycom WebCommander, Personal Scheduler (Outlook) | Yes                            | Yes                       | Yes   |
| Firewall/Gateway  | —                              | Yes                       | Yes   |

## Polycom MGC-25

Polycom's revolutionary MGC-25 platform is an economical, easy to use, plug-and-play multi-network conferencing solution. The MGC-25 is a small 19" chassis with a sleek, rack mountable design, yet provides value conferencing by supporting the same software as the MGC-50 and MGC-100 platforms. With ten preset configurations of Unified Conferencing, Polycom Voice*Plus*, Polycom Voice*Plus*, and standalone Gateway, the MGC-25 is the perfect solution for any work group environment or large enterprise with distributed network requirements.

### Highlights

- Plug and Play with Fast Setup Wizard
- An easy start with 10 preset configurations
- Ad hoc and scheduled conferencing available
- Unified interactive keypad controls to manage voice and video conferences
- Optional advanced continuous presence and transcoding capabilities
- Unmatched performance on a cost-effective platform

### The Ten Preset Configurations

- **GW1 and GW2** – One and two PRI gateway configurations
- **IP12** – 12 port IP conferencing platform
- **IP16+** – 16 port IP conferencing platform with 8 PSTN audio ports
- **IP 16+V** – same as above with advanced continuous presence and transcoding
- **ISDN V – 7** – 12 port ISDN conferencing platform with advanced continuous presence and transcoding
- **Unified 24** – 24 total conferencing ports supporting IP, ISDN, VoIP and PSTN networks
- **Unified 24 V** – same as above with advanced continuous presence and transcoding
- **Polycom VoicePlus 24** – 24 PSTN audio conferencing ports
- **Polycom VoicePlus 48** – 48 PSTN audio conferencing ports

## Polycom MGC-50 and MGC-100

Polycom's MGC-50 and MGC-100 are high performance, highly scalable MCUs and gateway platforms. These flexible systems, designed to accommodate users' changing multipoint needs, use a modular "universal slot" platform that allows a high degree of customization based on port capacity and functionality requirements.

### Highlights

- Telco-grade architecture
- Hot swappable modules
- Supports redundancy
- Scalable



Pick the right platform

# Select the right tools

| Tools At-A-Glance               | Polycom Conference Suite          | Polycom MGC Manager      | Polycom MGC WebCommander | Click&View |
|---------------------------------|-----------------------------------|--------------------------|--------------------------|------------|
| Type of User                    | Administrator Scheduler, End User | Administrator & Operator | End User                 | End User   |
| Scheduling                      | Yes                               | Yes                      | Yes                      | —          |
| Conference Management           | Limited                           | Yes                      | Yes                      | Yes        |
| MGC Configuration & Diagnostics | —                                 | Yes                      | —                        | —          |

## Polycom MGC Manager

Polycom's MGC Manager is an easy-to-use management and scheduling application that allows network administrators to seamlessly manage multiple video MCUs, gateways and audio bridges. Windows®-based, it communicates with an MGC via any TCP/IP network or dial-up connection including the internet.

### Highlights

- Advanced conference scheduling
- Manage and monitor multiple conferences simultaneously
- Display all ongoing and reserved conferences
- System configuration, software downloading and system fault detection
- Included with all MGC platforms

## Polycom WebCommander

Polycom's WebCommander is an intuitive web-based interface for scheduling, monitoring and managing video and audio conferences. Polycom WebCommander empowers users to control all aspects of setting up and running conferences on Polycom MGC platforms. Regardless of the size and type of organization, Polycom WebCommander improves productivity by making end-to-end multipoint conferencing easier than ever.

### Highlights

- Schedule future conferences or begin an ad hoc conference immediately
- Real-time conference control including changing screen layouts, adjusting volume, connecting new participants and basic conference monitoring
- Secure access with user login and password
- Customize video conferencing screens with graphics, colors, logos and languages
- Personal Scheduler enables video and audio scheduling through Microsoft Outlook

## Click&View

Click&View is a unique interface that gives end users more control over their video conferences. The interface appears on the end users' video endpoint to help guide them through their conference. Using the interface as a guide, end users can change conference layouts, choose personal layouts or even ask for operator assistance, all from their remote control.

### Highlights

- Participants have access to a visual guide through their remote control
- Ability to change personal layout at any time during the conference
- Request online operator assistance

## Polycom Conference Suite

The Polycom Network Aware Scheduler makes it easy to schedule conferences by providing users with the power to invite guests, book rooms, and select necessary equipment, all from within Microsoft® Outlook® or through a Web interface. For IT professionals, the Polycom Video Network Management provides tools to proactively track and adjust the network as needed from any location.

### Highlights

- Schedules and launches point-to-point, embedded multipoint and standalone MCU calls
- Schedules through a Web Browser or Outlook—no new applications to learn
- Send calendar invites directly to Outlook or IBM® Lotus Notes®
- Patent pending Bandwidth Reservation permits Polycom Conference Suite to control ad-hoc conferences so scheduled events take priority
- Supports equipment from major video equipment manufacturers
- Improves ROI through more efficient use of video communications assets, lower administration support cost and higher call success rates

## Polycom PathNavigator

Polycom's PathNavigator is a gatekeeper that makes IP and ISDN video communications as easy to use as your telephone. With support for intelligent call routing, plus easy system deployment and bandwidth management, Polycom PathNavigator ensures reliability, security and effective cost control.

### Highlights

- Supports Polycom OneDial
- Supports Conference On-Demand
- Policy Management
- Auto Provisioning
- Increased Availability and Security
- Advanced Diagnostics and CDR



# Find the right solution

## At-A-Glance

Here are some examples of real world conferencing situations and the Polycom products that can provide the right solutions.

To help you determine which Polycom scheduling, management and reporting solutions are right for you, whether you need tools to manage their conferences, networks or devices refer to our Scheduling and Management Solutions Guide available for download from [www.polycom.com](http://www.polycom.com)

| SITUATION   | NEEDS  | APPLICATIONS          |                   |                   |         |                    | PLATFORMS |        |         | TOOLS               |                     |                          |              |                        |
|---|--|-----------------------|-------------------|-------------------|---------|--------------------|-----------|--------|---------|---------------------|---------------------|--------------------------|--------------|------------------------|
|   |  | Polycom Unified Conf. | Polycom VideoPlus | Polycom VoicePlus | Gateway | Polycom Web Office | MGC-25    | MGC-50 | MGC-100 | Polycom MGC Manager | Polycom MGC WebCom. | Polycom Conference Suite | Click & View | Polycom Path Navigator |
| SCENARIO #1<br>• Large Enterprise with existing video conferencing network<br>• Uses service provider for video<br>• Supports audio conferencing in-house                               | • One solution for video & audio conferencing          | X                     |                   |                   |         | X                  |           |        |         |                     |                     | X                        | X            |                        |
|   | • Integrated web conferencing                          |                       |                   |                   |         | X                  |           |        |         |                     |                     |                          |              |                        |
|   | • High capacity conferencing (24+)                     |                       |                   |                   |         | X                  |           |        | X       |                     |                     |                          |              |                        |
|   | • Room for future expansion                            |                       |                   |                   |         | X                  |           | X      | X       |                     |                     |                          |              |                        |
| SCENARIO #2<br>• Field sales office<br>• 50 employees<br>• 2 video conferencing rooms<br>• Head office on different network   | • Web conference management & scheduling for end users |                       |                   |                   |         |                    |           |        |         | X                   | X                   |                          |              | X                      |
|   | • Point-to-point video conferencing                    |                       |                   |                   | X       | X                  |           |        |         |                     |                     |                          |              |                        |
|   | • Connect to head office on a different network        |                       |                   |                   |         |                    | X         |        |         |                     |                     |                          |              |                        |
|   | • Ad hoc conferencing capabilities                     |                       |                   |                   |         | X                  | X         |        |         |                     |                     |                          |              |                        |
| SCENARIO #3<br>• Small to medium size business<br>• Uses service provider for audio   | • Scheduling site as part of multipoint conferences    |                       |                   |                   |         |                    |           |        |         | X                   |                     | X                        |              | X                      |
|   | • Easy to use in-house audio bridge                    |                       |                   | X                 |         | X                  | X         |        |         |                     | X                   |                          |              |                        |
|   | • Ad hoc conferencing capabilities                     |                       |                   | X                 |         | X                  |           |        |         |                     | X                   | X                        |              |                        |
|   | • End user scheduling through web and Outlook          |                       |                   |                   |         |                    |           |        |         |                     |                     |                          |              |                        |
| SCENARIO #4<br>• Medium to large enterprise with multiple locations<br>• Heavy video conferencing user with multiple conferencing rooms<br>• Supports latest video and audio technology | • Expand to video at a later date                      |                       |                   |                   |         | X                  | X         |        |         |                     |                     |                          |              | X                      |
|   | • Expand video conferencing capabilities to desktop    |                       | X                 |                   |         | X                  |           | X      |         |                     |                     |                          |              |                        |
|   | • Scheduled and ad hoc conferencing capabilities       |                       |                   |                   |         |                    |           |        |         | X                   | X                   | X                        |              |                        |
|   | • End user conference control                          |                       |                   |                   |         | X                  |           |        |         |                     |                     | X                        | X            |                        |
| SCENARIO #5<br>• Medium to large enterprise with multiple locations<br>• Uses service provider for audio and video<br>• Uses both IP and ISDN network                                   | • Integrated web conferencing                          |                       |                   |                   |         | X                  |           |        |         |                     |                     |                          |              | X                      |
|   | • In-house solution for audio and video                | X                     |                   |                   |         | X                  |           |        |         |                     |                     | X                        | X            |                        |
|   | • Point-to-point conferencing on different networks    |                       |                   |                   | X       | X                  |           |        |         |                     |                     |                          |              |                        |
|   | • Expand to VoIP in the future                         |                       |                   |                   |         |                    |           | X      | X       |                     |                     |                          |              |                        |
|   | • End user scheduling through web and Outlook          |                       |                   |                   |         |                    |           |        |         | X                   | X                   |                          |              | X                      |