

# Polycom® Unified Conferencing

## Customer Frequently Asked Questions

### **Q: What is the Polycom Unified Conferencing?**

**A:** Polycom, the leader in conferencing communications has introduced the revolutionary Polycom Unified Conferencing, the ultimate voice and video experience that takes conferencing to a new level. Polycom Unified Conferencing is the first solution in the industry to give you full featured voice and video on a single platform and in the same conference with the same set of conference features and end user interfaces.

All of the conference features normally expected in a feature rich voice conference are now provided in a Polycom unified voice and video conference. Any combination of conferencing features such as roll call, conference invite, mute/unmute, questions and answers, voting/polling and even request for operator assistance can be utilized by all conference participants using their voice or video endpoint keypad or key board.

Polycom Unified Conferencing takes multipoint conferencing to a new level that adds significant value and increased productivity that is essential to the meeting. Polycom Unified Conferencing means a lot more than simply meetings at a distance.

- **Single number dial-in** for all voice and video conference participants
- **Polycom VoicePlus conferencing features** supported in voice, video and unified conferences and network resources for multipoint video, voice and gateway conferences
- **IVR/DTMF** control of conference features from any voice or video endpoint
- **High fidelity audio** at 14Khz for all conference participants
- **Highest quality video** with 60 fields per second video and endpoint control of their personal video layout
- **Full, automatic transcoding** to enable seamless connection of any video or voice endpoint over any network connection

### **Q: What are the conferencing features that voice and video participants experience in a Polycom Unified Conference ?**

**A:** A Polycom Unified Conference experience starts with the capability to support both scheduled and ad hoc conferences with attended and/or unattended scheduling and conference management support.

All voice and video conference participants enter the same entry queue to the conference, all hear the same conference greeting and use the keypad or keyboard to enter the same conference PIN code, all participants hear the same IVR message prompting them to record their names for announcement of their names during entry and exit from the conference and for roster roll calls during the conference.

Once all voice and video conference participants have entered the conference, any combination of the following conference features can be used using IVR/DTMF to create a more effective, more productive conference:

- Invite new conference participants
- Lock/unlock the conference
- Request roll call of conference participants
- Place/reinstate conference on-hold
- Request operator assistance
- Increase/decrease my audio volume
- Mute/unmute my audio
- Mute/unmute all but me
- Voting/polling
- Question and answers
- Polycom WebOffice collaboration
- Extend/terminate the conference

### **Q: How do I deploy and manage Polycom Unified Conferencing? ?**

**A:** Polycom Unified Conferencing can be deployed on a single MGC-25, MGC-50 or MGC-100 platform.

On a single MGC platform, conferencing resources are shared across all conferencing types which leverages your investment and lowers your cost of ownership. Duplicate investments in equipment and infrastructure to support voice and video conferencing are no longer required.



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Investments and the migration to voice, video and unified conferencing capabilities can be made when and where it is needed.

All conference and system support functions are performed with a single management system, the Polycom MGC Manager.

End users use the same Web browser interface to schedule and manage their voice and video conferences, the Polycom WebCommander. IVR/DTMF based conferencing features and codes are the same for voice, video and unified conferences.

## ***Q: What system resources are shared between voice, video and unified conferences ?***

**A:** Both hardware and software resources can be shared to support voice and video conferences on the Unified Conferencing Bridge. The hardware resources that are shared/leveraged include:

- MGC-25 Conferencing Platform
- MGC-50 Conferencing Platform
- MGC-100 Conferencing Platform
- Audio 24 Port Resource Module
- Audio 48 Port Resource Module
- Audio 96 Port Resource Module
- Net 2T1/E1/PRI Resource Module
- Net 4T1/E1/PRI Resource Module
- Net 8T1/E1/PRI Resource Module
- IP 12 Port Resource Module
- IP 24 Port Resource Module
- IP 48 Port Resource Module

The software resources that are shared/leveraged include any of the following:

- MGC MCMS System Software
  - Multipoint Conferencing
  - Gateway Conferencing
- Full, automatic transcoding
  - IP and ISDN network protocols
  - Network speed – 128 Kbps to 2 Mbps
  - Audio and video algorithms
  - Video resolution and frame rates
  - Data rates
- Unified Conference Suite
  - IVR/DTMF
  - Greet & Guide
  - Virtual Conference Suite
  - Single Number per Conference
  - Virtual Meeting Rooms
  - Auto Add Participants
  - Auto Extend Conference
  - Auto Terminate Conference
- IP Packet Commander
  - Duplicate Packets
  - Audio Optimization
  - Packet Synchronization
  - Jitter Correction
- MGC Manager (Operator)
  - Conference Scheduling
  - Conference Management
  - System Administration
- Polycom WebCommander (End user)
  - Conference Scheduling
  - Conference Management

## ***Q: What are the potential savings from a Unified Conferencing system configuration in comparison to the costs of deploying separate voice and video systems ?***

**A:** It is difficult to answer this question in terms of competing solutions, as each customer's requirements to support PSTN and IP voice and ISDN and IP video conferencing are unique.

For example, where support is needed for 48 ports of voice conferencing and 16 ports of ISDN video conferencing, a saving of over \$ 65,000 is possible with a Unified Conferencing configuration, compared to the costs of two separate platforms to support this requirement.

In another example where the requirement is for 48 ports of voice conferencing and 24 ports of IP video conferencing, a saving of over \$60,000 is possible.

## ***Q: How reliable is the Unified Conferencing platform and what can I expect in terms of support ?***

**A:** The Polycom hardware and software technology that support the MGC-25, MGC-50 and MGC-100 platforms, has a proven track record for reliability and ease of support, earned in demanding service provider and enterprise customer conferencing environments.

The Polycom MGC Manager is a powerful system management tool that enables customers to manage a global network of Polycom MGCs from a single application window.

On the MGC-50 and MGC-100 platforms, hardware modules are hot swappable and self configuring, making it possible for non-technical personnel to replace a module if needed.

In addition, several support offerings are available to the customer, meeting different requirements for support. Each of these offerings includes upgrades to new system software releases that keeps the customer current with all system fixes, enhancements in performance and support for new conferencing features and functions.

## ***Q: What are the requirements to upgrade a MGC-25, MGC-50 or MGC-100 to Unified Conferencing capability ?***

**A:** Any configuration of the MGC-25, MGC-50 and MGC-100 to support voice and video conferencing can be upgraded to support the full capabilities of Polycom Unified Conferencing.

Upgrading a MGC-25 to Unified Conferencing is a simple software upgrade.

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Upgrading a MGC-50 or MGC-100 to Unified Conferencing capabilities requires release 5.0 of the MGC operating system software. Support for the Unified Conference Suite of software is also required.

Audio 24, 48 or 96 port resource modules with IVR/DTMF support will need to be added, if these resources and the extra capacity needed are not already available on the system.

If ISDN or IP network interfaces and service are not already available to support the addition of voice or video conferencing, the addition of these resources will also be required.

***Q: How is Web collaboration supported in a unified conference ?***

**A:** Polycom's Web collaboration solution is the Polycom WebOffice which is integrated with the voice, video and unified conferences. All participants in the conference share the same experience during presentation of content, interactive annotation and white boarding and during sharing of applications.

From a Polycom WebOffice screen, end users with one 'mouse click' can add voice and video communications to their Polycom WebOffice conference.

***Q: Do I have to order a system today that supports both voice and video conferencing in order to receive the benefits of Unified Conferencing ?***

**A:** A MGC-25, MGC-50 or MGC-100 system configuration that supports voice and video conferencing and supports the Unified Conference Suite of software can deliver the full benefits of Polycom Unified Conferencing.

Even if the customer does not plan to use the voice conferencing capabilities of a Unified Conferencing MGC, support for full voice conferencing features with IVR/DTMF end user interface delivers unique added value and productivity to video only conferences.

The customer can start at any level of voice and video configuration of a MGC and easily upgrade to Polycom Unified Conferencing when needed.

***Q: Are the system management and end user conference scheduling and management interfaces different for the Polycom UCB and the Polycom VoicePlus and video MCU products ?***

**A:** A very important element of the Polycom Unified Conferencing vision is to empower support personnel and end users with the same management application tools, whether the conference is voice or video. System and operations support uses the same MGC Manager to support a Unified Conferencing configured MGC that is also used to support Polycom's VoicePlus and Polycom VideoPlus products. The end user uses the same Polycom WebCommander to schedule and manage unified conferences that is also used to support Polycom's VoicePlus and Polycom VideoPlus products.

IVR/DTMF end user interfaces that support the standalone Polycom VoicePlus MGC are the same used in a Polycom Unified Conference. This empowers existing Polycom customers to easily migrate from a Polycom VoicePlus or Polycom VideoPlus to Polycom Unified Conferencing. The 'Unified Interfaces' of Polycom Unified Conferencing means less training, more productive conferences and more productive conference support.

It also empowers the end user to effectively utilize the different communications media options available to them on the Polycom UCB.

***Q: What is the API to support Unified Conferencing ?***

**A:** There is a comprehensive API available for custom software integration. This API is consistent for all services delivered on the Polycom MGC-25, MGC-50 or MGC-100 chassis. This consistency ensures that existing customer or third party applications can be quickly upgraded to support an upgrade to UCB capability.



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