



Sales Guide

Video Communications Group

Announcing

**ViaVideo Release 5.0
Ease of Connectability!**



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Note: PowerPoint presentations with Product Release slides are available for download from CSN.

Product Release Highlights

ViaVideo Release 5.0

What's being announced?

Software release 5.0 with the all-new ViaVideo User Interface!

Extending ease of connectivity and PC characteristics to personal conferencing

- Polycom Office interoperability for desk to desk and desk to conference room communications
- Expanded gatekeeper support
- Multiple location profiles
- Full Screen viewing
- Expanded desktop space
- Elegant navigation

What are the user benefits?

5.0 Delivers the Ease of Connectability

- Increased Data rates for higher call quality.
- NEW Redesigned User Interface for ease of use and navigation.
- PVEC Support for optimal quality over IP networks.
- Location Profiles for true portability.
- Gatekeeper enhancements for flexible routing.

Encourage your customers and partners to upgrade to Release 5.0!

When is it being announced?

February 24, 2003

Where is it being announced?

- 2003 Polycom Sales Meeting
- 2003 Polycom Channel Conference

What is the price?

ViaVideo release 5.0 is a no-charge software upgrade

When is it available?

- March 14, 2003
- Watch for email notification of software shipping/available for download.

Product Release Highlights

ViaVideo Release 5.0

What are the key features?

The new ViaVideo 5.0 release provides:

- **Increased Data Rates!**
Now supporting up to 512Kbps. At any speed above 320Kbps the user is able to take advantage of up to 30fps!

- **GREAT New Windows-like UI**
Based on enormous amounts of customer feedback, the user interface was re-designed to look and feel more like other Windows applications. ViaVideo users by default are all Windows users, running applications with similar human factors characteristics. It made sense to transition our user interface more in that direction, simplifying how user interacts with the application.

The address book and set up screens can be open or minimized separate from the application, allowing for quick dialing and easy access to general information without having to hang up an active call or minimizing the video windows.

- **Integrated Audio via USB**
If you are running on 2000 or XP you can remove that audio cable!

Currently many laptops don't support an audio out port, which makes it difficult to hook up ViaVideo version 3.0 without a special "Y" cable adapter. When you install version 5.0 the audio cable is no longer required, and the audio is driven inband through the USB to the audio card.

- **Location Profiles - Home, Office, Travel**
Making ViaVideo its most portable required improving how the user interfaces with the application, every time the network connectivity changed.

Location profiles are created once during installation of the application. The installer merely enters into the set up menu the network characteristics of the Home, Office and Travel environment for that PC. Once this has been done, every time the ViaVideo program is activated, the user chooses one of the three locations appropriate for where they are at the time and then they ready to CONNECT!

- **Full screen video**
This has been one of the most frequently requested features for ViaVideo.

In 5.0 we have added an icon to the top left corner of the application window, which allows the incoming video to go full screen. Now users are able to gather in small groups to have discussions and clearly view the remote location. With Conference on Demand calls, the quadrants become large enough in full screen mode for the local participant to view all the remote locations clearly.

- **Expanded QoS**
ViaVideo, being an IP only product, is immediately introduced to the possibility of packet loss over heavily congested networks. The solution for this prior to 5.0 was to drop the data rate to lessen the impact of the packet loss, whereby improving the picture, and then increasing it as the packet loss subsided.

With the integration of PVEC in 5.0, now the data rate can remain at its original level, and replacement packets will keep the frame rate and picture quality at a high level without adjusting the call.

➤ **Enhanced Web UI**

The look and feel of the web interface has also matured. Navigation is significantly enhanced and security can be set from almost every area.

➤ **Direct registration with Global Address Book – YEA!**

No more ILS registration is required in order to register with the GAB! ViaVideo 5.0 now registers directly with GMS just as the ViewStations do. However, ILS registration is also still an option for those who have applications calling for it.

➤ **Multiple Monitor Support**

Windows has supported multiple monitors for some time, allowing for 2 or more VGA displays to be attached to PC's and laptops. ViaVideo 5.0 now takes advantage of this capability and expands the desktop conferencing space for enhanced visual collaboration, allowing for larger video windows and full access to the PC desktop.

➤ **E.164 support**

ViaVideo supports recognition for an alias that is a number.

When ViaVideo is connected to a gatekeeper and the user dials from the address book and the address book entry has a valid E.164 address, ViaVideo will dial by the alias. When an alias is composed of letters, this is just a normal H.323 alias.

➤ **Context Sensitive Help**

To complement the new UI, the ViaVideo application now also provides Context Sensitive Help.

If there is an Icon or area on the UI that requires more explanation for the user, click on the “?” icon at the top left side of the application window. A text window will appear providing the name of the icon/area along with a brief description of the function it delivers.

➤ **Additional Language support - now supporting 11!**

English, French, German, Spanish, Italian, Portuguese, Japanese, and Chinese Simplified

- **NEW:**

- Traditional Chinese
- Korean
- Norwegian

➤ **Enhanced Error Messages**

In the past “Network Error” was one of the few errors produced regardless of the error that had occurred.

In the ViaVideo 5.0 release we have incorporated over 100 new error messages that will give descriptive on screen messages in the event an error has occur. This also gets reported into the Call Detail Record.

➤ **Expanded Gatekeeper Support**

The addition of canMapAlias now provides the gatekeeper with more control in routing the call by allowing it to tell the endpoint to modify the destination address.

- **Extensive Windows OS Support**
 - XP, 2000, 98, SE, ME
 - NT 4.0 no longer supported
 - ViaVideo 3.0 will remain a supported release for the NT 4.0 platform

ViaVideo 5.0 Feature Summary













Feature	Description
Increased Data Rate	Speeds up to 512Kbps!
New User Interface	Easy to use Windows look and feel
Location Profiles	Pre-configured selectable network profiles, which characterize the Home, Office and Travel networks specific to the user.
Full screen Video	Ability to use the entire monitor for incoming video without the application boarder
PVEC	Enhanced Quality of Service
DiffServ	Additional QoS Standards support
E.164 Support	Alias recognition within GMS
Multiple Monitor Support	Windows supported – additional monitors help to spread out desktop applications
G.722.1	7kHz broadband audio using 32Kbps – half the bandwidth required from G.722.
Integrated Audio via USB	Audio cable is no longer required for Windows 2000 and XP clients
Direct registration with the Global Address Book	No more registration with ILS servers required to become part of the Global Address Book
Expanded Gatekeeper Functionality	Cisco CanMapAlias support
Additional Language support	3 additional languages now supported – total of 11 languages now translated.
Context Sensitive Help	Simplistic on-screen instruction
Enhanced Error Messages	User friendly onscreen error messages which are also recorded in the CDR to give deeper description of network activity/error

Feature Changes	Description
Removal of NT 4.0 support	Due to Microsoft's end of support for this OS, 3.0 was the last release to support NT 4.0

Benefit	Support Point
Natural Video	Up to 512Kbps, smooth motion, 30fps, multiple monitor capability
Affordable	Most price competitive feature rich product in its class - \$599!
Ease of Use	NEW simplified User Interface, enhanced error messaging, extended gatekeeper support, context sensitive help, E.164 support
Look & Feel	Sleek, compact, portable, adaptable
Innovative	Only fully integrated, all in one solution – Industry FIRST!

Key Competitive Differentiators

ViaVideo vs. VCON

Feature	ViaVideo 5.0	VCON ViGO
Price	\$599 US 	\$699 – 1,995 US
Fully Integrated Solution		
G.722.1 (7kHz, broadband audio at 32Kbps – leaves more bandwidth available for higher quality video)	 	
FECC (Far End Camera Control)	 	 \$1,995 model only
H.323 Dial up Modem Data Rates (32Kbps – 64Kbps)	 	
Language Support	11	4

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Expanded Competitive Comparison

ViaVideo vs. VCON

	Company	Polycom	VCON
	Model	ViaVideo 5.0	ViGO Professional&Executive
	Video Protocol Support	H.323 (H.320 via gateway)	H.323 and H.320
	Internal processor	yes, TriMedia	
	USB or Board Peripheral	USB	USB
	Min CPU MHz	Pentium 35 MHz	266 MHz Pent II
	Min CPU Memory	64 MB	64 MB
	Win 95/98/2000/NT	Win XP/98/ME/2000	Win 98/2000/ME/XP
VIDEO	Coding	H.261, H.263	H.261, H.263
	# Inputs	USB	Main + 1
	Camera Included	yes	yes
	QCIF/CIF Display	yes	yes
	External Output	no	SVGA
	QoS	PVEC, DiffServ, IP Precedence	Packet Assist
	FECC	Yes	Only on the \$1,995
AUDIO	Coding	G.711, G.722, G.723.1, G.728, G.722.1	G.711, G.722, G.723.1, G.728
	Int Microphone	yes	yes
	Inputs	1 PC line-in	Mic + Line Level
	Outputs	1 PC audio output	Built in speaker + line level for speaker
	USB Audio support	Yes	No
	Echo and Audio Processing	EC, AGC, NS	AEC, AGC, ANS
DATA	Freeze-Frame Graphics	yes	Still send JPEG
	Inband T.120 Data Support	yes	yes
	Data Rates	32Kbps - 512Kbps	1.5 Mbps - IP
	NetMeeting Support	yes	yes
	Integrated Presentations	NetMeeting	NetMeeting
NETWORK	Max WAN speed	32Kbps - 512Kbps	NA
	Max LAN speed	32Kbps - 512 kbps	64Kbps - 1.5 Mbps
	Directory Support	GMS and ILS	ILS
	Embedded MCU	no	no
OTHER	Multicasting Support	no	Interactive multicast
	Software Dev. Kit	yes	yes - VDK
	Other	VideoMail	Vclip
	Price	\$599	\$699 - \$1,995

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Frequently Asked Questions

ViaVideo Release 5.0

General

1. What are the 5.0 new features?

Answer:

<u>Feature</u>	<u>Description</u>
Increased Data Rate	Speeds up to 512Kbps!
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<u>Feature Changes</u>	<u>Description</u>
Removal of NT 4.0 support	Due to Microsoft's end of support for this OS, 3.0 was the last release to support NT 4.0

2. When will this release be announced?

Answer: February 24, 2003

3. When is this release available?

Answer: March 14, 2003

4. Is this a charge for release?

Answer: No – this will be an enhancement release embracing the ease of connectability. As in the past, this enhancement will be downloadable from the PLCM website at www.polycom.com .

5. Have the minimum PC requirements changed due to any of these enhancements?

Answer: Yes – there will be an updated data sheet reflecting these NEW minimum requirements along with an all new performance matrix which will help users determine minimum vs. recommended PC configurations based on operating system.

6. Can I participate in the BETA program?

Answer: There will be a controlled BETA – Please contact Ravel Kelly at rkelly@austin.polycom.com for further information.

7. Will ViaVideo be supporting the MAC Platform?

Answer: Currently there are no plans to develop on that platform.

8. What languages are now supported on ViaVideo?

Answer: New additions – Traditional Chinese, Norwegian and Korean.

Complete list of all languages supported in 5.0 - English, French, German, Spanish, Italian, Portuguese, Japanese, Simplified Chinese, Traditional Chinese, Norwegian and Korean.

9. Can I use the ViaVideo application without the hardware (camera) as a receive-only application?

Answer: Yes! By downloading 5.0 off the Polycom website, users are able to participate as a viewer in a “broadcast” mode during a call, receiving audio and video from the remote site(s) who are connected using cameras. This is a fantastic way to promote the power of ViaVideo at no cost.

User Interface

1. Why did we change to the user interface?

Answer: Over the last year customers have been requesting a more “Windows-like” look and feel based on the application operating on the PC. This interface will appeal to a much broader base of users and enable more simplified navigation and operation of the application.

2. Can I leave the address book active on my desktop without having the application open?

Answer: Yes – one of the most common requests was this one – to be able to detach the address book and minimize it to the task bar for quick dialing.

3. How has the navigation changed?

Answer: In the past the user had to drill down several screen deep to access certain capabilities. With this enhanced UI, the user merely has to tab across the screen just as done in other Windows applications. This “flat” look and feel removes some of the obstacles experienced previously where users would get lost amongst the various screens.

4. Can I customize this interface?

Answer: Currently and SDK (Software Developers Toolkit) is under development and will be released in BETA to 3 – 5 pre-selected organizations. This SDK will allow access to ActiveX controls so that developers can pull various features in to 3rd party applications and design web portals using our application below the surface. We are targeting the 2nd half of 2003 for deployment of this toolkit. Details to follow.

5. How has the Web UI changed?

Answer: The 5.0 Web UI reflects a closer more dynamic integration with the application itself. This is a migration toward a greater flexibility of the interface. By design, the 5.0 interface is now more useful for both remote management and the individual user.

Video

1. Can I size and move the PIP?

Answer: Yes – 5.0 allows you to move the PIP window outside of the incoming video window and create a 2nd sizable screen.

2. What does Multiple Monitor support mean?

Answer: Windows operating system allows you to connect multiple VGA displays if your video card and PC allow it. This multiple monitor support expands your desktop space so that the user can arrange multiple open applications in such a way that they can all be viewed at once by dragging and dropping them across screens.

3. What happens if I activate full screen video and 2 monitors are connected to my PC?

Answer: This capability is not meant to support the full screen video functionality – doing so will divide the incoming video image across the 2 displays cutting it in half. Solution – size the 5.0 application window to “almost” full screen and drag it over to the monitor desired, then open other applications on the 2nd display.

4. What is PVEC?

Answer: Polycom Video Error Concealment. The ability to replace dropped video packets by estimating what that missing packet looked like based on the one arriving before it, and the one following it.

5. What other endpoints can ViaVideo 5.0 connect to that support PVEC?

Answer: The ViewStation FX and VS 4000.

6. What is canMapAlias?

Answer: canMapAlias gives the gatekeeper more control in routing the call by allowing it to tell the endpoint to modify the destination address.

7. What does E.164 support on ViaVideo mean?

Answer: In short this means ViaVideo supports alias recognition for an alias that is a number. When ViaVideo is connected to a gatekeeper and the user dials from the address book and the address book entry has a valid E.164 address, ViaVideo will dial by the alias. When an alias is composed of letters, this is just a normal H.323 alias.

8. What is "Expand-a-Conference" and when will it be available?

Answer: This is the ability to add and remove participants from a Conference on Demand call while it is active. Currently this capability is targeted for the end of 2003 pending PathNavigator development.

Audio

1. What is G.722.1?

Answer: G.722.1 provides wideband audio (7Khz) at half the bandwidth (32Kbps) required by that of G.722. Utilizing G.722.1 allows more bandwidth for video transmission, which is a huge advantage at the lower data rates.

2. Do all operating systems support our integration of the audio cable through the USB using 5.0?

Answer: The audio cable is not required anymore when running Windows 2000 and Windows XP! ViaVideo will still ship with this cable in the box in the event Windows 98, SE or ME is the operating system of choice.

3. What is the mic range within ViaVideo?

Answer: 40 feet. The mic used in ViaVideo is the same one used in the mic pods for the ViewStation, taking full advantage of the same range of pick up.

4. Can specific audio algorithms be selected instead of the default built into the application?

Answer: As of today the default audio settings are the only ones available. These defaults are based on the video data rate at which the call connects.

5. Can I make audio only calls with my ViaVideo?

Answer: Yes – the ViaVideo will look for Audio and Video first, if it can only find audio at the remote location than it will allow for an audio only call to be placed.

ATTENTION: POLYCOM SALES and SALES ENGINEERS

Information about this document.

- The second page of this document is a product announcement designed for you to email to your customers and partners to announce the release of ViewStation FX / VS 4000 software release 5.0.
 - Pages 3 - 4 can be emailed as-is or customized for your customers/partners.
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Announcing ViaVideo Software Release 5.0

February 24, 2003. Polycom announces *Software Release 5.0* for ViaVideo. Release 5.0 will be shipping in late March 2003, and will be available for download from www.polycom.com.

Release 5.0 introduces enhancements allowing for heightened ease of connectability, a new Windows-like User Interface, and deeper integration with other version 5.0 Polycom Office products including the MGC bridge, ViewStation, PathNavigator, and GMS.

ViaVideo features include:

- ✓ **Increased Data Rates!**
 - Now supporting up to 512Kbps. At speeds above 320Kbps the user is able to take advantage of up to 30fps!

- ✓ **GREAT New Windows-like UI**
 - Based on enormous amounts of customer feedback, the user interface now looks like and behaves more like other Windows applications with sizable and detachable windows along with much, much more. Navigation of Set Up screens has never been easier!

- ✓ **Integrated Audio via USB**
 - If you are running on 2000 or XP you can remove that audio cable!

 - When you install version 5.0 this cable is not required any longer and the audio is driven inband through the USB to the audio card.

- ✓ **Location Profiles - Home, Office, Travel**
 - Making ViaVideo its most portable required enhancing how the user interfaced with the application each time network connectivity changed.

 - Location profiles are created once during installation of the application. The installer merely enters into the set up menu the network characteristics of the Home, Office and Travel environment for that PC. Once this has been done, every time the ViaVideo program is activated, the user chooses one of the three locations appropriate for where they are at the time and then they ready to CONNECT!

- ✓ **Full screen video**
 - This has been one of the most requested features for ViaVideo.

 - In 5.0 we have added an icon to the top left corner of the application window, which allows the incoming video to go full screen. Users are able to gather in small groups to have discussions and clearly view the remote location(s). With Conference on Demand calls, the quadrants become large enough in full screen mode for the local participant to view all the remote locations clearly.

- ✓ **Expanded QoS**
 - ViaVideo, being an IP only product, is immediately introduced to the possibility of packet loss over heavily congested networks.

 - With the integration of PVEC in 5.0, picture quality and frame rate operate at the highest possible levels, providing clear audio and video connectivity even on the most heavily burdened networks.

- ✓ **Enhanced Web UI**
 - The look and feel of the web interface has matured. Navigation is significantly enhanced and security can be set from almost every area.

- ✓ **Direct registration with Global Address Book – YEA!**
 - ViaVideo 5.0 now registers directly with GMS just as the ViewStations do. ILS registration is also still an option for those who have applications calling for it.

- ✓ **Multiple Monitor Support**
 - Expanded desktop space! 5.0 takes advantage of this Windows capability by allowing for multiple monitors to be used in conjunction with the ViaVideo application. 2 or more VGA displays can be attached to PC's and laptops expanding the desktop conferencing space for enhanced visual collaboration.

- ✓ **E.164 support**
 - ViaVideo supports alias recognition for an alias that is a number.

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 - In the ViaVideo 5.0 release we have incorporated over 100 new error messages that will give descriptive on screen messages in the event an error has occur. This also gets reported into the Call Detail Record.

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 - The addition of canMapAlias now provides the gatekeeper with more control in routing the call by allowing it to tell the endpoint to modify the destination address.

- ✓ **Extensive Windows OS Support**
 - XP, 2000, 98, SE, ME

Visit www.polycom.com for more information and detail on the new release.