

Polycom® VoicePlus

End User Frequently Asked Questions

Q: What is Polycom VoicePlus?

A. Polycom VoicePlus redefines conferencing and provides unsurpassed value to companies and organizations that use it. It is the only product that allows flexible deployment of voice conferencing as either a standalone service or as an integrated voice, video and data conferencing solution. This unique combination of conferencing options are only offered with Polycom VoicePlus and enable you to address virtually any conferencing or collaboration requirement.

Q: Why is Polycom moving into the Audio conferencing market?

A. This unique platform helps Polycom to deliver its vision of a unified conferencing experience, where users can connect into a conference, regardless of the media they are connected to. A single platform ensures that the connection interface is also consistent, no matter how the connection is made – whether on an IP or ISDN video endpoint or on a PSTN or VoIP phone!

Q: What data collaboration options are available with Polycom VoicePlus?

A. Polycom VoicePlus is integrated with Polycom WebOffice™. Polycom WebOffice provides an easy to use, rich web-based collaboration environment where users can present documents to other participants or work together on editing content. In addition, remote desktop control, shared whiteboards, presence awareness and detection ensures that PolycomWebOffice can be used for a multitude of collaboration applications.

Q: Is there an API available?

A. There is a comprehensive API available with Polycom VoicePlus for custom software integration. This API is consistent for all services delivered on the MGC platform. This consistency ensures that third party and customer applications that currently support the video MGC products can quickly be upgraded to support Polycom VoicePlus.

Q: What conferencing functionality does Polycom VoicePlus offer?

A. Polycom VoicePlus is designed to offer all the industry standard features you would expect from the market leader in audio and video conferencing. Some of these features include:

- **Flexible support for multiple conference types:**
 - Attended conference service
 - Unattended conference service
 - Reservationless conference service
- **Full conference security:**
 - Chairperson and conference participant passwords
 - Conference entry and exit tones
 - Web browser viewing of conference participants
 - Conference support only when chairperson present
 - Attendant greeting queue
- **Conference management via:**
 - Web browser
 - Interactive Voice Response (IVR) and DTMF
- **VoIP Support**
- **Question and Answer session support**
- **Voting and polling**

- **Customizable Interactive Voice Response system**
- **Creation of sub-conferences and breakout session via drag-and-drop**
- **Rollcall**

In addition, Polycom VoicePlus is built on the award winning MGC platform and can easily be upgraded to support video and data conferencing services.

Q: What about management?

A. There is a comprehensive API available with Polycom VoicePlus for custom software integration. This API is consistent for all services delivered on the MGC platform. This consistency ensures that third party and customer applications that currently support the video MGC products can quickly be upgraded to support Polycom VoicePlus.

Q: Can I upgrade my current MGC platform to provide voice conferencing services?

A. One of the key benefits of the Polycom VoicePlus product is that it is built on the award winning Polycom MGC platform and is an essential part of the Polycom integrated conferencing architecture. This means that adding voice conferencing services to an existing MGC video bridge or gateway is simply accomplished by adding the appropriate audio processing modules and upgrading the system software.



Polycom VoicePlus Sales Frequently Asked Questions

Q: What if I don't want all this functionality at once?

A. The flexibility of the Polycom MGC platform enables you to select the conferencing components you require today and then add additional elements as required. For example it is possible to start with just the Polycom VoicePlus product for audio conferencing and then add integrated web collaboration at a later date.

Alternatively an existing customer may already have a video conferencing platform. They may wish to add web collaboration now and audio conferencing services later.

Q: What about Voice over IP?

A. Polycom VoicePlus can support Voice over IP (VoIP) endpoints. As far as Polycom VoicePlus is concerned, they are simply audio connections and are treated in exactly the same way as a normal PSTN voice call. Polycom's unique Transcoding capability enables VoIP and PSTN calls to be mixed in the same conference with no discernable difference in quality or user experience.

Q: VoIP support works within my enterprise but I have all sorts of firewall issues. Can Polycom VoicePlus help?

A. Absolutely. The MGC platform has a unique ability to work in parallel with a firewall and process all VoIP calls between the internal and external network. This ensures that the existing firewall does not have to be reconfigured but VoIP calls can still get through as they are processed in the MGC platform. The MGC platform has been independently verified in this configuration and has been awarded Checkmark registration.

Q: What does Polycom VoicePlus cost?

A. Prices vary depending on number of ports in a system and required features. Please consult your Polycom representative or channel for a specific quotation.

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