

Polycom® VoicePlus

Frequently Asked Questions

What is Polycom VoicePlus?

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.

What data collaboration options are available with Polycom VoicePlus?

Polycom VoicePlus and WebOffice™ provides the end user with unique access and control of their voice and web collaboration conference. Within the same VoicePlus/WebOffice conference participants can share documents and applications as well as manage VoicePlus based features such as Q&A, voting and polling sessions.

Polycom's integrated VoicePlus/WebOffice solution also uniquely provides all participants in a VoicePlus/WebOffice conference with instant messaging capability among the conference participants

Is there an API available?

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.



What conferencing functionality does Polycom VoicePlus offer?

In addition to voice conferencing features, key attributes of the Polycom VoicePlus solution that customer should be aware of includes:

- Attended conference service
- Unattended conference service
- Reservationless conference service
- Full featured PSTN, VoIP and PSTN/VoIP conference support
- Full range of platform options: workgroup, enterprise and service provider
- Shared hardware and software resource architecture
- Narrow and wideband audio support
- Full, automatic transcoding of algorithms and network protocols
- IP packet processing to ensure the highest quality data stream of audio over IP and QoS over the network
- Upgradeable to also support ISDN and IP video conferencing

What about management?

All Polycom MGC platforms are supported and managed with Polycom's MGC Manager. MGC Manager is a simple to use and powerful tool to manage conferences and system resources down to the DSP level on a hardware module.



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

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.

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

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.

What about Voice over IP?

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.

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

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.

What does Polycom VoicePlus cost?

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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