

Polycom® WebCommander

Customer Frequently Asked Questions

Q. Can I run Polycom WebCommander with another application like Polycom WebOffice on the same server?

A. Polycom WebCommander can be installed and configured to work with Polycom WebOffice on the same server. However, it is recommended that Polycom WebCommander be installed on a dedicated server with no additional web applications other than Polycom WebOffice which has been integrated to work harmoniously.

Q. Can I enable Polycom WebCommander to allow some users to access only certain MCU's?

A. An administrator can configure user profiles to allow them use of particular MCU's or types of conferences. The user profile further defines what they will view when logged in to Polycom WebCommander.

Q. Can I purchase Polycom WebCommander on an already pre-configured server from Polycom?

A. Polycom recommends that you choose your hardware based on our specifications to install Polycom WebCommander and configure in your environment. This will allow you to control the maintenance of the server and conform to your company internal standards for equipment.

Q. Does Polycom WebCommander support JAVA and UNIX versions?

A. Polycom WebCommander currently supports Microsoft applications and can only operate efficiently on a Windows 2K server.

Q. How can I import a company directory to make setting up Polycom WebCommander for my entire company easy?

A. Polycom WebCommander works with Microsoft Access which will allow you to import a directory into the database. Polycom WebCommander can also work with a SQL database and gives you a choice on which type of database you decide to maintain.

Q. Can I restrict access to some users that make audio only conferences?

A. Access to users is specified by the parameters in the user defined profile.

Q. Will Polycom WebCommander automatically start another conference if a conference fails on an MCU?

A Polycom WebCommander will automatically start a conference if another conference fails on the MCU. Each conference is not dependent on the performance of another, only on the resources on the MCU.

Q. Can I schedule rooms and a/v resources with Polycom WebCommander?

A. Polycom WebCommander enables users to schedule audio and video resources for conferences that may take place in offices or conference rooms.

Q. Can Polycom WebCommander schedule point-to-point and multipoint conferences on the iPower, ViaVideo and ViewStation products?

A. Polycom WebCommander can be used to schedule point-to-point and multipoint conferences on the Polycom products with resources from the Polycom MGC platform.

Q. Does Polycom WebCommander share any directory with PathNavigator?

A. Polycom WebCommander maintains a separate directory from PathNavigator. Polycom WebCommander users can use their private directory as well as the company directory taken from PathNavigator

Q. How does Polycom WebCommander work with Microsoft Outlook?

A. Polycom WebCommander works with Microsoft Outlook by enabling users to send email notifications to additional conference participants. This email notification can be dragged and dropped into an individuals calendar in Outlook.

Q. What is MGC Personal Scheduler?

A. MGC Personal Scheduler is a plug-in application to Microsoft Outlook that allows users to schedule voice and video conferences using Outlook appointment scheduling.



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Q. Do I need to install software to use MGC Personal Scheduler?

A. MGC Personal Scheduler requires a separate software installation for each user that needs to schedule voice and video conferences from Microsoft Outlook. The client software is less than that allows users to schedule voice and video conferences using Outlook appointment scheduling. The administrator can send this link to users who wish to use the outlook interface for reservation on the bridge

Q. What details can be see in the calendar view?

A. In Polycom WebCommander a user can view the conference name, dial-in numbers and participant password.

Q Can Polycom WebCommander use my network id's and passwords so I don't need another database?

A. Polycom WebCommander uses a separate database to provide additional security for your organization. Typically, this is a security risk and can be avoided by setting different passwords for users in the organization.

Q Can I do troubleshooting on conference calls in Polycom WebCommander?

A. Polycom WebCommander is a web based tool for users to quickly start and manage their conferences and provides basic troubleshooting. The Polycom MGC Manager product provides advanced troubleshooting tools.

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