

Polycom WebOffice™ Conferencing Portal

Frequently Asked Questions

What is the Polycom Web Office Conferencing Portal?

Polycom WebOffice provides you with desktop portal access to instant messaging, data collaboration, and the video and voice conferencing services that you need, when you need them.

Using the Web, Polycom WebOffice extends your office beyond its physical location. Each office owner has a unique URL or place, so guests can communicate with you from any location.

Polycom WebOffice features include:

- Your own unique WebOffice URL
- No advanced setup
- A portal window that links you to a directory of individuals that you communicate and work with
- Your choice of conferencing services
- The ability to invite attendees to your meeting or a conference
- Instant messaging with peers and workgroups
- Add data collaboration, audio or video conferencing with one mouse click
- Embedded controls for your video endpoint
- Integrated link with controls for voice and video conferences
- White boarding
- Share documents and presentations
- Share applications
- Annotate documents, presentations, and shared applications
- Save and print meeting content
- Firewall and proxy friendly
- Encrypt documents
- Voting/Polling
- Delete documents
- Remove participants
- Zoom/views
- Remote control

How can I begin using Polycom WebOffice?

No advance setup is necessary to begin a Polycom WebOffice meeting. Simply point your browser to your personal URL, and click 'go'. Once at your virtual office, simply log on with your user name and password and begin a meeting.



Is it necessary to update all my browsers to the latest versions in order to run Polycom WebOffice?

Your browser must be able to support ActiveX technology and JavaScript applets. Microsoft Internet Explorer version 4.0 or greater, or Netscape Navigator/Communicator version 7.0 or greater will support these technologies.

What can I share using Application Sharing?

You may share any application with a participant. Application Sharing is a way to give remote control of an application running on your system to another participant in your meeting.

How does Polycom WebOffice licensing work?

Polycom WebOffice is licensed per the number of WebOffices that can be active at anyone time. You can set-up as many WebOffice URLs that you need to support your customers. The minimum WebOffice license requirement is 25.

Can I hold secure meetings over a LAN, WAN, or the Web with Polycom WebOffice?

To enable secure meetings, Polycom WebOffice provides a number of features for secure meetings such as:

- Password protection
- Document encryption
- Meeting threshold for attendees
- Lock a meeting at any time

In addition, you can also add conference participants via voice through the Polycom VoicePlus.



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Can I use Polycom WebOffice behind a firewall?

Polycom WebOffice is firewall and proxy friendly because it uses HTTP traffic through port 80, just like your Internet traffic. That means you don't have to modify your existing security measures.

How many participants can attend a Polycom Web Office meeting?

Polycom WebOffice dynamically scales from two to up to 120 participants in a single meeting.

Is there a limit to the number of simultaneous meetings?

Provided the active office license is not exceeded, there is no limit on the number of simultaneous meetings that can be held on one server.

Can Polycom WebOffice scale with demand?

Yes, Polycom WebOffice scales with demand, provided you have the required seat licenses. The server can host an infinite number of offices and serve up to 1000 simultaneous attendees (dependent upon server specification).

How can I tell who is attending my meeting and if they are paying attention?

When attendees enter your virtual office, they appear as guests in your Polycom WebOffice. When a participant joins your meeting, he or she logs in with their name to identify themselves. Once in the meeting, each attendee displays their real-time viewing, focus, and participant status. You will be able to see if they have loaded the active document, and if they are focused on it. You can also see if they have accepted or rejected your invitation to the meeting, and the status of their connection to the meeting.

Is it necessary to install client software from a CD in order to use Polycom WebOffice?

Unlike other solutions, Polycom WebOffice does not require complicated CD installations. A one-time, browser plug-in is automatically installed the first time the Polycom Web Office portal is visited. When you are online, Polycom WebOffice will automatically upgrade to the appropriate software version.

Does an upgrade mean upgrading every Polycom Web Office client?

Whether Polycom WebOffice is used in an enterprise or hosted by a service provider, upgrades are performed once on the server and then each client station is upgraded as the Polycom Web Office owners log in to their virtual offices. This approach eliminates support and lowers the Total Cost of Ownership.

I have limited network/Internet access. How does Polycom WebOffice perform with low bandwidth connections?

The content is streamed directly to each attendee from the Polycom WebOffice owner through the Polycom WebOffice server. Under load conditions, the delivery mechanism adapts to the bandwidth that is available to each participant, so the meeting is not affected by varying speeds. For example, if connected at 56K or less, you can still participate in the meeting, because documents are streamed page by page. It is not necessary to download the entire document at once, which would slow the viewing process.

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