

# Polycom® WebOffice™

## Frequently Asked Questions And Answers

### Your Virtual Office on the Web

#### *Q What is Polycom WebOffice?*

**A** Polycom WebOffice is your virtual online office. Polycom WebOffice uses the WorldWide Web to extend your office beyond its physical location. Each office owner has a unique URL where guests can communicate with you from any location.

Polycom WebOffice features include:

- Your own URL
- No advanced setup
- Add voice or video conferencing with one mouse click
- Make Annotations
- White Boarding
- Application Sharing
- Save & Print Meeting
- Firewall & Proxy Friendly
- Document Encryption
- Voting/Polling
- Delete Documents
- Remove Participants
- Zoom/Views
- Remote Control

#### *Q How can I start using Polycom WebOffice?*

**A** Polycom WebOffice requires no advance set-up for starting a Polycom WebOffice meeting. Simply point your browser to your personal url and click "go". Once at your virtual office, simply log in with your username and password and start a meeting.

#### *Q Do I need to update all my browsers to the latest versions to run the Polycom WebOffice?*

**A** Your browser is required to support ActiveX technology and Java Scripts, such as Microsoft Internet Explorer Version 4.0 or greater, or Netscape Navigator/Communicator 7.0 or greater.

#### *Q. What can I share using Application Sharing?*

**A** You can 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.

#### *Q How does Polycom WebOffice licensing work?*

**A** Polycom WebOffice is licensed by concurrent users, there is no license cost or limit on the amount of registered offices.

An active participant including the Polycom WebOffice owner in a meeting occupies a license. There is a minimum requirement of 25 seats per license.

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

**A** 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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## *Q Can I use Polycom WebOffice behind a firewall?*

**A** Polycom WebOffice is firewall and proxy friendly because it uses HTTP traffic through port 80, the same as your internet traffic. No additional security measures are required to existing set-up.

## *Q How many participants can attend a Polycom WebOffice meeting?*

**A** Polycom WebOffice dynamically scales from 2 to up to 120 participants in a single meeting.

## *Q Is there a limit to the number of simultaneous meetings?*

**A** Provided the active office license is not exceeded there is no limit to the number of simultaneous meetings held on one server.

## *Q Can Polycom WebOffice scale in line with demand?*

**A** Polycom WebOffice can scale in line 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).

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

**A** When attendees enter your virtual office they appear as a guest in your Polycom WebOffice. When a participant joins your meeting, they login with their name to identify themselves. Once in the meeting, each attendee displays their real-time viewing and focus status. You will be able to see if they have loaded the active document that is in view and also if they are working on another document because their focus in not on the meeting. (Viewing and Focus columns correspond with green/red color for the participant status).

## *Q Do I have to install client software from a CD to use Polycom WebOffice?*

**A** Unlike other solutions, Polycom WebOffice does not require complicated CD installations. A one-time browser plug-in is installed automatically the first time a Polycom WebOffice is visited. Polycom WebOffice will automatically upgrade when online to the appropriate software version.

## *Q Does an upgrade mean upgrading each Polycom WebOffice client?*

**A** Whether Polycom WebOffice is in an enterprise or hosted by a service provider, upgrades are performed once on the server and then to each client station as each Polycom WebOffice owner logs in to their virtual office. This approach eliminates support and lowers the Total Cost of Ownership.

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

**A** The content is streamed to each attendee direct from the Polycom WebOffice owner via Polycom WebOffice server. Under load conditions, the delivery mechanism is adaptive to the bandwidth that is available to each participant and the meeting is not affected by varying speeds. For example, if connected at 56K or less you would still be able to participate in the meeting because documents are streamed page-by-page. You do not need to download the entire document thereby slowing the viewing process.

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