

# Polycom VideoPlus

## Customer Frequently Asked Questions

### **Q. What is the Polycom VideoPlus?**

**A.** Polycom has taken the industry leading Polycom MGC video MCU and added revolutionary features that takes video conferencing to a new level. The industry best MGC video conferencing solution with these new breakthrough conferencing capabilities creates a unique, more productive, more natural experience provided by Polycom VideoPlus.

Polycom VideoPlus supports ISDN, IP and ISDN/IP video conferencing in any combination of endpoints, networks, scheduled, ad hoc, multipoint and gateway conferences, on Polycom's MGC 25, MGC 50 and MGC 100 platforms. Polycom's unique transcoding technology enables every conference endpoint to operate at its optimum capabilities, without restriction. This means that any configuration of Polycom VideoPlus seamlessly and reliably connects all conference participants and that each conference participant will also enjoy the highest quality conferencing experience that their endpoint system can support.

Polycom VideoPlus provides a superior meeting-at-distance experience with significant reductions in latency, high quality H.264+ and 60 fields per second video and high fidelity 14 Khz audio. The combination of these unique, high quality video and audio capabilities takes video conferencing to a much needed, more natural meeting experience. This important benefit also means that your video conferences are more productive.

Polycom VideoPlus introduces the revolutionary Click&View. Click&View enables each participant in a conference to control their personal view of the conference using their end point keypad or keyboard. This is an industry first implementation of IVR/DTMF embedded within the video conference allowing end user control from any video conferencing end point, ISDN or IP. Polycom's Click&View interface uses this capability to enable each participant to change their personal video layout to better meet their requirements for the conference.

Polycom's revolutionary Click&View feature with Polycom's industry best continuous presence with 27 different, application specific video layouts provides a powerful new video conferencing capability that each conference participant can now use to create a personal, more productive conferencing experience. Polycom VideoPlus also provides new productivity enhancements to continuous presence including custom backgrounds, customer borders and current speaker highlight.

Polycom VideoPlus can also be supported with Polycom's Unified Conference Suite of conferencing features that takes video conferencing to the same feature rich conferencing capabilities previously only supported in voice conferences, not video conferences. Polycom VideoPlus conference participants now have complete keypad or keyboard access and control of features such as roll call, question and answer sessions, request for operator assistance and voting/polling sessions.

### **Q. What are the Unified Conference Suite features that participants in a VideoPlus can use to create a more productive conference ?**

**A.** A Polycom VideoPlus conference supported with Unified Conferencing features starts with the capability to support both scheduled and ad hoc conferences with attended and/or unattended scheduling and conference management support.

All voice and video conference participants enter the same entry queue to the conference, all hear the same conference greeting and use the keypad or keyboard to enter the same conference PIN code, all participants hear the same IVR message prompting them to record their names for announcement of their names during entry and exit from the conference and for roster roll calls during the conference.

Once all voice and video conference participants have entered to the conference, any combination of the following conference features can be used using IVR/DTMF to create a more effective, more productive conference:

- Invite new conference participants
- Lock / unlock the conference
- Request roll call of conference participants
- Place / reinstate conference on-hold
- Request operator assistance
- Increase / decrease my audio volume
- Mute / unmute my audio



# Polycom VideoPlus Customer Frequently Asked Questions

- Mute / unmute all but me
- Voting / polling
- Question and answers
- WebOffice collaboration
- Extend / terminate the conference

## **Q. How do I deploy and manage Polycom VideoPlus? ?**

**A.** Polycom VideoPlus can be deployed using the MGC 25, MGC 50 or MGC 100 platforms.

All conference and system support functions are performed with a single management system, the Polycom MGC Manager.

End users use the same Web browser interface to schedule and manage their ISDN, IP or ISDN/IP video conferences, the Polycom WebCommander. IVR/DTMF based conferencing features and codes are the same for voice, video and unified conferences.

## **Q. How reliable is the VideoPlus platform and what can I expect in terms of support?**

**A.** The Polycom hardware and software technology that support the MGC 25, MGC 50 and MGC 100 platforms, has a proven track record for reliability and ease of support, earned in demanding service provider and enterprise customer conferencing environments.

The Polycom MGC Manager is a powerful system management tool that enables customers to manage a global network of Polycom MGCs from a single application window.

On the MGC 50 and MGC 100 platforms, hardware modules are hot swappable and self configuring, making it possible for non-technical personnel to replace a module if needed.

In addition, several support offerings are available to the customer, meeting different requirements for support. Each of these

offerings includes upgrades to new system software releases that keeps the customer current with all system fixes, enhancements in performance and support for new conferencing features and functions.

## **Q. What are the content presentation and collaboration options that can be supported in a VideoPlus conference ?**

**A.** Polycom VideoPlus supports a range of content presentation and collaboration options that enables the customer to select the solution that best meets their requirements and conference application.

- T.120
- In-Band T.120 Support
- ISDN, IP And ISDN/IP Multi-point Video Conferences
- Point-to-Point ISDN-to-IP Gateway Conferences
- People+Content
- View People And Content At The Same Time
- High Resolution Display Of Content
- ISDN, IP And ISDN/IP Multi-point Video Conferences
- Polycom WebOffice
- Web Based Content Presentation And Collaboration
- VideoPlus And WebOffice Integrated into The Same Conference

## **Q. What migration path is there for Polycom VideoPlus?**

**A.** An easy and flexible migration path is a major benefit of Polycom VideoPlus that enables the customer to invest in the conferencing capabilities that they need, when they need it.

Customers can start with an ISDN or IP video configured MGC platform that supports multipoint, gateway or multipoint and gateway conferencing and then latter upgrade to new network and conferencing support capability. The customer migration path with Polycom VideoPlus can also include future upgrades to add VoicePlus

(PSTN and VoIP) and Unified Conferencing capabilities.

## **Q. Are the system management and end user conference scheduling and management interfaces different for the Polycom VideoPlus, VoicePlus and Unified Conferencing ?**

**A.** A very important element of The Polycom Office vision is to empower support personnel and end users with the same management application tools, whether the conference is voice or video. System and operations support uses the same MGC Manager to support a VideoPlus configured MGC that is also used to support Polycom's VideoPlus and Unified Conferencing products. The end user uses the same Polycom WebCommander to schedule and manage unified conferences that is also used to support Polycom's VoicePlus and Polycom VideoPlus products.

IVR/DTMF end user interfaces that support the standalone Polycom VoicePlus MGC are the same used in a Polycom VideoPlus or Unified Conference. This empowers existing Polycom customers to easily migrate from a Polycom VideoPlus up to Polycom Unified Conferencing. The "Unified Interfaces" of Polycom VideoPlus, VoicePlus and Unified Conferencing means less training, more productive conferences and more productive conference support.

## **Q. What is the API to support VideoPlus?**

**A.** There is a comprehensive API available for custom software integration. This API is consistent for all services delivered on the Polycom MGC 25, MGC 50 or MGC 100 chassis. This consistency ensures that existing customer or third party applications are supported on any MGC platform and can be easily upgraded to support new conference features and capabilities.



**POLYCOM**<sup>®</sup>

[www.polycom.com](http://www.polycom.com)

**North America:**

4750 Willow Road, Pleasanton, CA 94588 (T) 1.800.POLYCOM (765.9266) For North America Only  
For North America, Latin America and Caribbean (T) +1.925.924.6000 (F) +1.925.924.6100

**North EMEA:**

270 Bath Road, Slough, Berkshire, England SL1 4DX (T) +44 (0)1753 723000 (F) +44 (0)1753 723010

**Polycom Hong Kong Ltd:**

Polycom Hong Kong Ltd, Rm 1101 MassMutual Tower, 38 Gloucester Road, Wanchai, Hong Kong (T) +852-2861-3113 (F) +852-2866-8028

Part No. XXXX-XXXX-XXX. Rev. XX/XX