

# Polycom® VoicePlus

## Product Features And Benefits

### Feature

### Benefits

#### Standard Features

Blast dial-out	• Connects all defined participants at once
Set participants individual volume	• Accommodates different room acoustics and endpoints
DTMF detection	• Facilitates advanced functionality using DTMF tones
IVR service messages and audio prompts	• Provides easy navigation prompts for conference attendees
Entry/Exit/End time Alert tones	• Improves conference management and security
Set audio mix depth (# of participants heard)	• Adjustable to improve meeting dynamics and quality
Conference auto terminate	• Ensure resources are used efficiently
Automatic conference extension	• Enables meetings to continue if resources are available
Recording Flag	• Enables the recording of a conference to a remote device
Automatic generation of conference passwords	• Random generation of passwords improves security and simplicity
Visual speaker indication	• Improves attendant efficiency and conference control

#### Unattended Features

Meet-me-per-conference	• All participants dial the same number to enter a scheduled conference
Meeting room	• All participants dial the same number to enter an ad-hoc conference
Undefined number of conference parties	• Conference can dynamically scale to match changing requirements
Attendant assistance	• Provides a personal professional touch with increased security
Mute incoming parties	• Enhances control of conference discipline, improves conference quality
Conference password	• Ensures authorized access
Conference chairperson PIN to start a conference	• Greater control and security as the conference can only start when the chairperson enters
Conference end when chairperson exits	• Greater control and security as the conference ends when the chairperson leaves
Conference lock by leader	• Prevents conference access once locked

#### DTMF Features

Mute, un-mute, mute all-but-me	• Enhanced control over all attendees audio improves conference quality
Put/Release conference on-hold	• Enhances conference management
Lock conference	• Prevents access once locked
Request attendant assistance	• Provides in-call assistance and support for easier use
Increase/Decrease self volume	• Improves conference quality by allowing each attendee to adjust their own audio level
Provide billing code	• Enables department or company billing or usage reports through internal billing codes

#### Audible Events Indicators - Attendant

Caller disconnected	• Alerts the attendant to ensure valid disconnection
Participant entered the Help queue	• Quick response to waiting attendee
Minor & Major alarm	• Notifies attendant of MGC status



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### Hot Keys - Attendant Efficiency

Attend participant in the Help/Enter queue  
Fast dial out (brings up the dial out screen)  
Fast join into a conference  
Release to home conference

- Quick access to waiting attendees
- Allows the attendant to quickly connect a new participant
- Moves the participant immediately to their destination conference
- Returns the participant immediately to their original conference

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### Audio Announcements

Start conference requires chairperson  
End time alert  
Chairperson dropped  
Locked conference

- Informs attendees that the conference begins on chairperson arrival
- Informs attendees that the conference is about to end
- Informs attendees that the chairperson has left
- Informs attendees that the conference has been locked

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### Advanced Features

Chairperson invite participant  
Conference E-Mail notification  
Voting/polling  
Questions & Answers  
Auto gain control  
Roll call  
Mixed conferences of VoIP (H323) and PSTN  
Sub conferences  
Secure conference  
Help request queues always on  
Record DTMF tones  
Attendant remarks to CDR during a conference  
DTMF suppression  
Noisy line detection  
Multilingual IVR prompts  
'Number of participants' announcement  
Current speaker identification  
Leader permissions  
Modification of chairpersons PIN using DTMF  
'Mute all but us'

- The chairperson is in control of inviting extra participants
- E-mail confirmation to all attendees of the conference
- Feedback enables immediate decision making
- Provide structure to Q&A sessions.
- Compensates for changes in audio volume
- Identifies conference participants for increased control and security
- Allows true open connectivity in the same conference
- Move a participant from one conference to another without disconnection
- Prevents attendant access to the conference
- Keeps the help queue in front of the attendants screen
- Inclusion of DTMF tones during conference for CDR billing/reporting
- Additional information in CDR to aid billing/reporting
- Avoids unwanted distractions
- Identifies a problem site to the attendant for quick resolution
- Participants are prompted using their native language
- Informs all participants of conference size
- Announces the speaker's name upon request
- Additional rights to access advanced features
- Additional conference security
- Efficient control of audio in large conferences

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### Management Tools

WebCommander  
MGC Manager  
Microsoft's® Outlook and Lotus® Notes Integration

- Extensive Web browser control of conferences
- Comprehensive system management and diagnostic capability
- Enables access to conferencing throughout an enterprise

Please consult your Polycom representative for specific feature availability

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