

▶ Polycom® Productivity Suite for SoundPoint® IP Phones

Enhanced Productivity Applications for Polycom SoundPoint IP Phones



Improve the speed of business with a unique set of applications that turn the phone into an enhanced productivity tool

The Polycom Productivity Suite includes three productivity-enhancing applications that help companies communicate and work more efficiently: Visual Conference Management, Corporate Directory Access, and Local Call Recording. The suite also features two applications for IT managers and Service Providers: Voice Quality Monitoring measures the quality of a VoIP call in real time, and Third Party Call Control enables a third-party application to control the phone and to obtain state status.

With this unique suite of applications, Polycom increases the value of the SoundPoint IP phones to help companies communicate and collaborate more productively.

Productivity-enhancing Applications for End Users

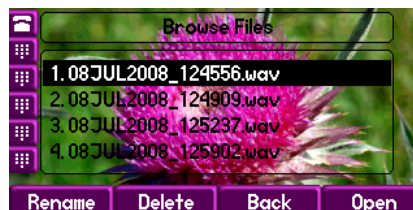
Visual Conference Management

This application provides an intuitive visual interface to set up and control a four-party conference call from the phone's display, including the ability to easily add, drop, split, mute, and put callers on and off hold. Thus, the Visual Conference Management mitigates the complexity of using cumbersome "codes" to manage conferencing features.



Local Call Recording

This application enables users to record any conversation locally on the SoundPoint IP 650/670 phone using a standard external USB drive. All the calls are recorded in the highest audio quality for the ultimate playback experience. It is especially helpful in regulated industries such as legal and finance, where calls may need to be recorded for regulatory or record-keeping purposes.



The Local Call Recording application supports most popular USB drives with up to 2 GB of storage. A list for the tested and approved USB drives is available in a separate technical bulletin on Polycom's support Web site.

- ▶ Enhance workforce productivity while using the phone
- ▶ Deliver intuitive visual control and management of a four-party conference call with unique features such as far-end muting of participants
- ▶ Eliminate directory duplication and accelerate time to connect to your contacts
- ▶ Record calls on-demand for legal record, archiving, playback, and publishing
- ▶ Monitor and troubleshoot voice quality issues in real time for faster problem resolution
- ▶ Remotely control the phone and share presence information using a third-party application

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Corporate Directory Access

This application enables any SoundPoint IP phone to connect to an LDAP compliant data store (including Microsoft® Active Directory) that contains all corporate contacts without the need to store them in a separate directory. The benefit of this feature is that it eliminates wasted time associated with maintaining multiple directories.

Users can search on first name, last name, or phone number and create a filtered list of contacts to browse, select, and call. They can also opt to store any LDAP contact into their local contact directory. As a result, users can enjoy faster time to connect to their colleagues and business partners.



Applications for IT Managers and Service Providers

Voice Quality Monitoring

Many existing voice quality monitoring solutions require the use of network probes, which can be costly and complex to deploy. A more cost-effective solution would be to collect and report voice quality metrics from the source of the conversation, namely the phone itself.

The Voice Quality Monitoring application enables the phone to report voice quality metrics directly from the phone in real or near-real time to a monitoring system. Metrics are transmitted using the standard RTCP-XR (IETF RFC 3611) format and published using the SIP PUBLISH method for QoS metrics, providing flexibility on when metrics are published. Metrics can be custom configured to give the administrator a great degree of flexibility on how and when they want to view and analyze metrics.

Third Party Call Control

This application enables a third-party application to control the phone, as well as obtain the phone's state information using the CSTA for SIP user agents (uaCSTA) standard. The uaCSTA enablement is ideal for integrating the SoundPoint IP phone with unified communications systems and solutions, such as Microsoft® Live Communications Server 2005, where telephony can be easily integrated into the overall multimodal unified communications. Users can take advantage of their Microsoft® Office Communicator client to check the presence status of their contacts, and initiate a call from the client to a contact, all using the Polycom SoundPoint IP phone.

Specifications

Software Version

- SIP 3.0 or later is required
- Bootrom 4.0.1 or later is required

Licensing

- Suite is activated using a valid license, which can be purchased separately

Supported Phones

Software Version

- Visual Conference Management: SoundPoint IP 550, IP 560, IP 650, IP 670; SoundStation IP 6000, IP 7000
- Corporate Directory Access: All SoundPoint and SoundStation IP phones
- Local Call Recording: SoundPoint IP 650, IP 670
- Voice Quality Monitoring: SoundPoint IP 320, IP 330, IP 430, IP 501, IP 550, IP 560, IP 650, IP 670; SoundStation IP 6000, IP 7000
- Third Party Call Control: All SoundPoint and SoundStation IP phones

About Polycom

Polycom, Inc. (NASDAQ: PLCM) is the global leader in telepresence, video, and voice solutions and a visionary in communications that empower people to connect and collaborate everywhere.

Companies choose Polycom for solutions that allow even geographically dispersed workforces to communicate more effectively and productively over distances. Using Polycom voice, video, and telepresence products and services, people connect and collaborate with one another from their desktops, meeting rooms, class rooms, and mobile settings. Working with Polycom standards-based "green" technology, our customers cut the time and costs associated with gathering the right people in one place to solve problems. Instead, their teams more easily and quickly collaborate "face-to-face" wherever they are, better spending organizational resources, time, and energy addressing your company's business challenges.

Find out how you can collaborate anytime, anyplace with any device in a virtual experience that's as natural as being there. Visit www.polycom.com.

Learn More

To learn more about Polycom's Productivity Suite for SoundPoint® IP Phones, please call 800.765.9266, or visit www.polycom.com

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