

Polycom® Conferencing for Microsoft® Outlook

Quick Reference and FAQ Card

Solution Description

With Polycom® Conferencing for Outlook, Polycom users can quickly and easily add video to any meeting, join video meetings with the click of a button, and record or stream video meetings – all directly from a Microsoft® Outlook calendar invitation. Polycom Conferencing for Outlook works in Polycom environments that include the following components:

- Microsoft Exchange 2007
- Microsoft Outlook® 2007
- Polycom Conference Add-In for Microsoft Outlook
- Polycom Converged Management Application™ (CMA™) 4000 or 5000
- Polycom HDX™ group and personal systems
- Polycom RMX® 2000/4000 conferencing platform
- Polycom Distributed Media Application™ (DMA™) 7000
- Polycom RSS™ 4000 recording and streaming server
- Polycom Video Media Center™ (VMC) 1000

Included in this solution is the ability to join meetings right from your office with Polycom CMA Desktop or Microsoft Office Communicator. From a conference room, an invited HDX system can be joined by simply finding the scheduled meeting in the HDX calendar and clicking “join now”. The Polycom DMA 7000 greatly simplifies multipoint conferencing for any organizations with two or more Polycom RMX conference platforms and is used in this application by virtually guaranteeing meeting room availability for any video conference.

If recording and streaming are important to an organization, the Polycom RSS 4000 and Polycom VMC 1000 offerings make a wonderful addition to the solution, allowing people to record meetings by simply checking the “record” box when creating a meeting invitation, and by accessing the recording later by opening the original meeting invitation and clicking on the recording link embedded there.

In all, the Polycom Conferencing for Outlook solution transforms the way organizations meet and allows visual communication to be a part of every employee’s work experience.

Customer Needs Addressed

- Need for a simple process to schedule a video-enabled meeting
- Need for an easy way to join and participate in video meetings from conference rooms as well as from PC
- Need for a way to easily view archived video of meetings when everyone cannot attend

Target Users

- Organizations with Microsoft Exchange Server 2007 and Microsoft Outlook 2007
- New or existing users looking for a way to:
 - Maximize the usage of video communication assets
 - Provide simple method to schedule a video meeting for conference organizers
 - Offer easy and intuitive way to join video meetings and access streamed and recorded conferences
 - Make use of video assets in the conference room as smart room device
 - Realize easy and consistent user experience for both desktop and conference room users

Benefits

- Allows IT to provide consistent user experience for both desktop and conference room video users.
- Reduces support time for video network administrators by streamlining user operations to join the conference
- Simplifies the entire process of video conferencing from scheduling process to actual joining to the conference.
- Leverages Polycom HDX solutions in the room by making it a smart device displaying the day’s calendared events.
- Allows greater usage of video communication assets by providing a simple and easy process of incorporating recording and streaming into conferences
- Enables IT to deploy desktop and group video into the organization in a scalable fashion that utilizes existing Exchange infrastructure

Features

- Integrates with existing Microsoft Outlook and Exchange 2007 infrastructure
- HDX systems are provisioned to work in this solution through CMA, allowing an Outlook calendar to appear on every HDX
- Meeting ID’s are automatically generated for each call, along with the option for passwords for ultimate security
- Recording and streaming links are automatically generated and remain in the Outlook invitation so users can access streaming during the call, or view the recording later, on demand
- Easy one-click dialing from HDX to any calendared meeting. Conference participants are met with gathering screen where meeting details are displayed

Technical Components

- Microsoft Exchange Server 2007
- Microsoft Office 2007 (Outlook and Word 2007)
- Polycom Conferencing Add-in for Outlook

Endpoints

- Polycom HDX room and personal telepresence systems (version 2.6 or later)
- Polycom CMA Desktop (H.323) (version 5.0 or later)
- Microsoft Office Communicator (SIP)

Conference Platforms

- Polycom RMX 2000 and RMX 4000 (version 6.0 or later)
- Polycom Distributed Media Application™ (DMA™) 7000 (version 2.0 or later)

Recording and Streaming

- Polycom RSS 4000 (version 6.0 or later)
- Polycom Video Media Center™ (VMC™) 1000 (version 2.0 or later)

Provisioning for the Outlook Calendar Display (endpoints)

- Polycom Converged Management Application™ (CMA™) 5000/4000 (version 5.0 or later)

For complete list of required components, please refer to Solution Guide.

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1. Q: Is Exchange 2003 supported? What about Exchange 2010?
A: Exchange 2003 is not supported. We will support calendaring with Exchange 2010 and Office 2010 in the future.
2. Q: How do I distribute Polycom Conference Add-in?
A: It is an add-in to Outlook client. No change to the Exchange Server is necessary. Administrators can install the .msi file on client PCs silently using standard method such as SMS and Group Policy Object.
3. Q: Is Polycom Conferencing for Outlook going to alter the way we schedule the meeting?
A: Polycom Conferencing for Outlook can be deployed to conference users to calendar a video meeting on their own, or it could be deployed only to conference scheduler or to limited number of people assisting the scheduling today, to simplify the existing process of scheduling.
4. Q: Do I need to have Polycom DMA? Do I need to have Polycom VMC for streaming?
A: Polycom DMA is required for if there are more than one RMX, and recommended for one RMX. If there is only one RMX and there is no plan to increase the capacity any time soon, then DMA is not required. If there is only one RMX, then VMC is not required for streaming; an RSS 4000 can support recording and streaming.
5. Q: We have many third-party video systems and Polycom VSX systems. How do they connect to calendared meetings?
A: The same way as before. Dial in number is provisioned for the calendared meeting, and these systems can enter the meeting manually.
6. Q: Will Polycom CMA provision Polycom Conference Add-in? What role does Polycom CMA play in Polycom Conferencing for Outlook?
A: Polycom CMA will not provision Polycom Conference Add-in for Outlook. Polycom CMA can provision calendaring setting on HDX.
7. Q: We have Microsoft OCS network. Is Polycom Conferencing for Outlook supported in OCS environment?
A: Yes, Polycom Conferencing for Outlook works both in H.323 and Microsoft OCS environment.
8. Q: We outsource audio bridging service. Can we configure to use service provider's audio bridge?
A: Polycom Conferencing for Outlook works with Polycom RMX 2000/RMX 4000 only. RMX can support audio calls in the same meeting rooms.
9. Q: Do we need to upgrade Polycom products for Polycom Conferencing for Outlook?
A: As Exchange integration is added to the products, Polycom DMA, HDX, RMX, RSS, VMC, and CMA solutions need to be upgraded.
10. Q: How does Polycom Conference Add-in work with LiveMeeting plug-in for Outlook?
A: Polycom Conference Add-in can be used along with LiveMeeting plug-in. In the same meeting invitation, both LiveMeeting link and Polycom's conference information can be generated.
11. Q: How does Polycom Conferencing work with SharePoint® server?
A: Recorded conferences can be downloaded from Polycom RSS and stored in the SharePoint server.
12. Q: Does Polycom offer installation and configuration of Polycom Conferencing for Outlook?
A: Yes, Polycom Global Service offers implementation service for the Polycom Conferencing for Outlook solution.

