



## DATA SHEET

# Polycom Touch Plus App

Provides Polycom RealPresence Group Series Skype for Business user interface for Polycom HDX videoconferencing devices

Polycom Touch Plus App is a server application that enables the use of a single user interface within organizations for rooms equipped with Polycom RealPresence Group Series and Polycom HDX videoconferencing devices.

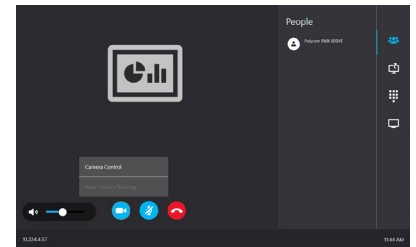
Polycom Touch Plus enables RealPresence Group Series compatible Polycom RealPresence Touch devices to be deployed as a user interface for Polycom HDX devices. Polycom Touch Plus provides RealPresence Group Series Skype for Business user interface for RealPresence Touch devices as web pages. The Polycom Touch Plus App may be configured to serve the default background or an uploaded wallpaper.

With Polycom Touch Plus App, each Polycom HDX room is upgraded with a RealPresence Touch device. Polycom Touch Plus App emulates the RealPresence Group Series HTTPS pairing service, enabling RealPresence Touch devices to pair. Polycom Touch Plus uses the Polycom HDX APIs to control and provide device status updates to the user.

Polycom Touch Plus works in conjunction with the Polycom One Touch Dial (OTD) App, enabling display of the associated Microsoft Exchange room resource mailbox calendar. OTD uses match rules to identify videoconferencing invites for most popular conferencing platforms, including Microsoft Skype for Business, Zoom, BlueJeans, GoToMeeting, WebEx, Amazon Chime, Fuze, Polycom Easy Schedule and many others. OTD returns the calendar entries to Polycom Touch Plus along with the necessary data to enable click-to-join for any matched invites from the home screen calendar.

### Key capabilities of Polycom Touch Plus App:

- **Calling features**—Dial from calendar/meeting reminder, dial pad, alias/URI or address book; supports both auto and manual call answer configuration
- **In-call only features**—Disconnect, DTMF tones, picture-in-picture, far-end name, main far-end camera controls
- **In-call or out-of-call features**—Microphone mute, volume, content for default content input (PC input for Polycom HDX 7000 models), main camera pan/tilt/zoom, Polycom EagleEye Director auto-tracking camera support
- **Information**—Local time, HDX system name, HDX IPv4 address, HDX SIP address, RealPresence Touch IPv4 address, 5-minute meeting reminder



### Benefits

- **Easy scheduling**—Users can simply invite attendees and rooms
- **Familiar user interface**—Same familiar Skype for Business user interface for all rooms equipped with RealPresence Group Series and Polycom HDX devices
- **Simplified join**—Users no longer need to look up the conference information; simply select the join button
- **Consistent user experience**—Users have one unified user experience across devices, regardless of the underlying technology, increasing user confidence and solution adoption
- **Investment protection**—Purchase RealPresence Touch devices for use with Polycom HDX devices via the Polycom Touch Plus app; devices can be registered directly to RealPresence Group Series as the Polycom HDX devices are replaced

## Specifications

Polycom Touch Plus App is a feature that can be purchased from Polycom Workflow Server.

### Supported videoconferencing devices

Each installation of Polycom Touch Plus supports up to 500 RealPresence Touch and Polycom HDX devices. Polycom Touch Plus supports the following Polycom devices:

- Polycom RealPresence Touch release 1.2.0.173
- Polycom HDX release 3.1.12

Polycom Touch Plus is not compatible with Polycom HDX based telepresence room solutions, such as Polycom RPX HD, Polycom Telepresence Experience (TPX), Polycom RealPresence OTX Studio or Polycom Architected Telepresence Experience (ATX). Polycom Touch Plus is not compatible with Polycom HDX native Lync 2010/2013 integration.

### Supported calendaring environments

Polycom Touch Plus supports the following Microsoft Exchange based calendaring environments:

- Microsoft Exchange Server 2010 or later
- Microsoft Office 365 Dedicated
- Microsoft Office 365 vNext

Polycom Touch Plus requires customers to also purchase Polycom One Touch Dial App.

## Server requirements

Polycom Touch Plus App is a server application for installation on Microsoft Windows Server 2016. The server must be provisioned with the following minimum specifications:

- 2 CPUs
- 8GB RAM
- 40GB HDD

Configuration of the application is performed via remote desktop connection to the Windows server. The server must have a Google Chrome web browser installed.

## DNS requirements

Polycom Touch Plus and Polycom One Touch Dial App use environments for each calendaring environment and for resolution of the Polycom Workflow Server by Polycom RealPresence Touch and Polycom HDX video conferencing devices. A DNS 'A' or CNAME record is required for each environment. The record must be resolvable to the Windows server hosting the Polycom Touch Plus App by the compatible RealPresence Touch and Polycom HDX videoconferencing devices.

## Network requirements

Polycom RealPresence Touch devices communicate with Polycom Touch Plus App via HTTPS and therefore require routed TCP/443 access to the Windows server.

Polycom Touch Plus App communicate with Polycom HDX videoconferencing devices APIs via Telnet TCP/24, HTTP TCP/80 and HTTPS TCP/443.

Polycom One Touch Dial App retrieves calendars from Microsoft Exchange via HTTPS TCP/443. Access may be routed or via a forwarding proxy.

Polycom HDX and RealPresence Group Series devices request their calendar via the One Touch Dial App, and therefore require HTTPS routed TCP/443 access to the Windows server.

For Office 365 and Skype for Business deployments, Polycom One Touch Dial App creates conferences on the Polycom DMA via HTTPS TCP/8443.

## Redundancy requirements

Polycom Touch Plus App redundancy requires two instances of the Windows server to be configured with Windows Cluster Storage Volume (CSV) and an IPv4 for assignment to the service.

## Learn more

For more information about Polycom services, contact your authorized Polycom representative or partner, or visit [www.polycom.com/services](http://www.polycom.com/services).

## About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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