



Polycom® Productivity Suite for SoundPoint® IP Phones

Enhanced Productivity Applications for Polycom SoundPoint IP Phones

BENEFITS

- 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

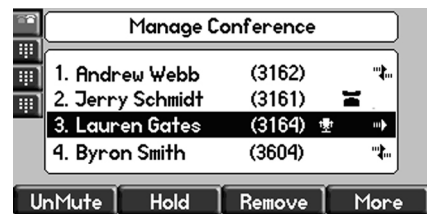
Improve the speed of business with a unique set of applications that turn the phone into an enhanced productivity tool

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: 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.

Visual Conference Management

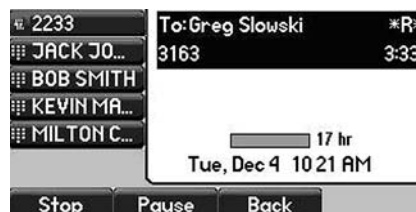
This application provides an intuitive visual interface to set up and control a four-party conference call from the phone's display, including the ability to easily add, drop, split, mute, and put callers on and off hold. Thus, the Visual Conference Management mitigates the complexity of using cumbersome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



Intuitive visual control and management of a four-party conference call

Local Call Recording

This application enables users to record any conversation locally on the SoundPoint IP 650 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.



All recordings are time and date stamped for easy archiving and playback



The recording files in .wav format can be played back on the phone or a PC

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.



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.



Easily browse and select a contact from an integrated corporate directory on the phone

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 RTP-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.

Make Great Things Happen with the Polycom Productivity Suite

In today's Internet-driven world, the ability to conduct real-time communication and collaboration has become critical to an organization's survival. As the market leader in voice, video and content collaboration and communications, our award-winning conference technology makes it easy for people to interact and maximize productivity - over any network, in just about any environment, anywhere around the globe. That's why more organizations worldwide use and prefer Polycom conferencing solutions. Because when people work together, great things happen. See how you too, can achieve great things with Polycom Productivity Suite.

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

- Visual Conference Management: SoundPoint IP 550, IP 560, IP 650
- Corporate Directory Access: All SoundPoint and SoundStation IP phones
- Local Call Recording: SoundPoint IP 650
- Voice Quality Monitoring: SoundPoint IP 320, IP 330, IP 430, IP 501, IP 550, IP 560, IP 601, IP 650; SoundStation IP 4000
- Third Party Call Control: All SoundPoint and SoundStation IP phones

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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