



## FREQUENTLY ASKED QUESTIONS

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# Polycom<sup>®</sup> RealPresence<sup>®</sup> CloudAXIS<sup>™</sup> Suite

## Polycom FAQs

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### **Important Information Regarding Skype Integration**

Microsoft announced the discontinuation of the Desktop Skype API as of January 1, 2014. This function is critical for Skype integration with the RealPresence CloudAXIS social directory. Microsoft's decision not only affects Polycom but many other vendors using the API. Polycom is actively seeking an alternative way to implement this feature but until it is determined we will have a gap in Skype support.

### **What is the Polycom<sup>®</sup> RealPresence<sup>®</sup> CloudAXIS<sup>™</sup> Suite?**

RealPresence<sup>®</sup> CloudAXIS<sup>™</sup> Suite is a software extension of the Polycom<sup>®</sup> RealPresence<sup>®</sup> Platform that enables universal access to enterprise-grade video collaboration to any business (B2B) or consumer (B2C) at the highest quality, interoperability, reliability, and security.

*Note: This document has been updated to reflect new features contained in v1.5.0 of the software but also contains important FAQs from previous software versions. For more complete information, please refer to the RealPresence CloudAXIS Suite v1.5 Release Notes.*

### **Key Features and Benefits:**

- High-quality B2B and B2C video collaboration extends RealPresence<sup>®</sup> Platform – the industry's most interoperable, scalable, and secure UC platform
- Allows users to join into a video collaboration session from any browser, mobile device, room system, desktop system, or immersive theater system.
- Universal access enables users to simply join video meetings with just a browser and a webcam, inside or outside the firewall
- Industry's first global, presence-aware directory that integrates address lists from GoogleTalk<sup>™</sup> and Facebook<sup>®</sup>, – including presence status pass through
- RealPresence CloudAXIS is delivered as a software solution that runs on industry standard virtual machine servers and represents a significant step in delivering ubiquitous video collaboration.

### **What are the key new features and capabilities included in v1.5?**

- SVC support – Provides improved user experience during video calls along with expanded scalability and lower TCO.
- Single Sign On (SSO) leveraging Kerberos/SPNEGO – users are no longer required to enter credentials to login to the Services Portal if they are already logged into the enterprise Active Directory domain.
- One Touch Dial – One touch dial from HDX and Group Series when Exchange integration is enabled with Polycom signature in Outlook invites

**What other enhancements are included in v1.5?**

- Simplified and easy to use admin changes simplifies installation and management
- Ability to configure recording option to isable icon if recording is not enabled eliminating user confusion
- Visual indication (bar graph) of network quality in the meeting providing users a visual indication of their network condition similar to RPD/RPM
- Admin option to limit the call rate for a CloudAXIS user to set bandwidth limits
- Configurable admin option to make all users (including guests) presenters by default
- Configurable admin option to prevent anyone from ending meeting for all
- Improved user interface improves user experience

**Is there a workaround for bringing Skype contacts into a RealPresence CloudAXIS meeting?**

Yes. Although Skype contacts cannot be imported into the CloudAXIS global directory, users can still invite Skype contacts into a CloudAXIS meeting by simply opening the Skype application on the desktop, checking on the presence status of contacts within Skype, then copying and pasting the CloudAXIS meeting URL in the Skype IM window with a message asking the contact to join the meeting. When the invitee receives the message and clicks the CloudAXIS meeting link, their browser will launch and allow them to join the call. Note that this same process can be used with virtually any messaging application.

**Is HTTP tunneling supported?**

Yes. HTTP/S tunneling is support allowing far end users to traverse more stringent firewalls. Please note that a minumim of CloudAXIS v1.4 and RealPresence Access Director v3.1 are required and mandatory. Also note that content sharing is not supported over a tunneled connection at this time.

**How does RealPresence CloudAXIS schedule meetings via Outlook or other email systems?**

RealPresence CloudAXIS meetings is made easier with enterprise Active Directory and iCalendar integration. iCalendar is supported by a large number of calendaring applications including MS Outlook, IBM Lotus Notes, Google Calendar, Apple Calendar, and others. Host users simply search Active Directory contacts from within CloudAXIS for meeting participants, meeting invites are then automatically sent to all participants in their time zone. Note that host users can either choose this invitation method or can an email with an .ics file attached.

**Is RealPresence CloudAXIS included with RealPresence One?**

Yes. Polycom RealPresence One is a comprehensive offering including RealPresence Platform software, RealPresence CloudAXIS, and support services for voice, video and content collaboration, sold by subscription for virtual deployments. It is a holistic solution that combines the complete RealPresence Platform with software endpoints for desktop, mobile, and web users along with support services all for a yearly subscription fee. Also, Polycom RealPresence Platform, Virtual Editions offer an attractive option for customers who prefer to buy individual RealPresence Platform software components with a CAPEX consumption model offered though perpetual licensing. For more information visit: <http://www.polycom.com/products-services/realpresence-one.html>

**What are the Mac system requirements for the host/participant web client?**

Mac OS X Lion 10.7, or OS X Mountain Lion 10.8 or Mavericks 10.9 with:

- Intel Core 2 Duo, Core i3, Core i5, Core i7, or Xeon processor 2.5Ghz
- 2GB of RAM

**What version of Safari is supported?**

Safari 5.0.6 or later (Mac only).

Important Note – Importing social contacts is not supported for hosts with this release. This feature will be supported in a future release.

**What languages are supported by RealPresence CloudAXIS ?**

The following are now supported: English, German, Italian, French, Spanish, Korean, Portuguese, Russian, Simplified Chinese, Japanese.

### **How does RealPresence CloudAXIS licensing work?**

CloudAXIS concurrent session licenses are consumed when either a host user logs into the Experience portal or a participant signs into a meeting.

There are two license activation modes using the Flexera licensing management software:

- Online Activation – System automatically activates itself by contacting Polycom Licensing Server once the activation code is entered
- Offline Activation – User follows an offline procedure to get key files and manually upload files to activate the system

### **Will the new licensing management software support a trial version?**

Yes. CloudAXIS comes with a **default 30 day trial period** with full functionality. During the trial period the customer can run up to 50 concurrent sessions. This will greatly simplify customer trials, pilots etc. and can be used as a great sales tool. Please remember we expect sales/partners to implement the solution for the best customer experience, and don't intend or expect customers to implement this by themselves. The trial period cannot be extended beyond 30 days, and has a built in timer. PO's must be placed if you want longer pilots.

### **How does the licensing process work?**

This new licensing mechanism also means that all licenses will be fulfilled directly to the end customers with the channel being copied. This is expedient from a revenue recognition perspective and also improves customer satisfaction. There will be no stocking orders on CloudAXIS.

New end customers would receive two emails from Polycom:

1. First email would be a Welcome email providing the customer a unique login/password into the Polycom Licensing portal. This is personalized for the end customer. They would see all the software versions they can download, and view their entitlements and Activation codes.
2. Second email would be order specific and provide the end customer with the Activation codes specific to their order

Note: Existing customers would just receive the order specific emails with their activation codes.

### **Are there changes in the ordering process for CloudAXIS?**

The only change in the order process for CloudAXIS is that all purchase orders on CloudAXIS SKUs or any SKUs that it comes bundled with (such as Video Smart Start) needs to have end customers (user) information in the purchase order. CloudAXIS orders are fulfilled directly to the customers and there can be no stocking orders for the licenses. Orders without the end customer information cannot be processed and may cause unnecessary delays.

### **Who makes up the target market?**

RealPresence CloudAXIS Suite enterprise edition is designed for enterprise customers needing to extend video collaboration beyond the corporate walls to customers and partners.

### **When will v1.5 be generally available?**

General Availability for the enterprise version will be available on May 16, 2014.

### **Will there be a Service Provider version?**

Yes, a Service Provider version of the product is planned, please contact Product Management for more information.

### **What are the target go-to-market channels?**

The solution will be sold through Polycom's traditional enterprise channel partners and later through the Service Provider partner channel.

### **What is the value proposition to end users?**

- Invite anyone, anywhere to join a video call via a browser with consistent high quality and security
- Easily collaborate with a wide range of Polycom mobile, desktop, room and immersive theater systems
- Access to billions of B2B and B2C users regardless of device, protocol, or service
- Schedule meetings with automatic email invitations or have impromptu meetings inviting any of your

Facebook and Google Talk contacts through instant messaging to join your video conference from their browser

- Securely extend enterprise-grade video and content communications and, together with Polycom RealPresence Mobile, allow you to invite mobile users to your videoconference any time regardless of their location
- Highly interoperable with any SIP/H.323 video conferencing systems supported by RealPresence Platform
- Maximizes the value and investment protection to users of Polycom RealPresence Platform and Video Solutions
- Single presence-aware global directory supporting Facebook and Google Talk contacts

**Does RealPresence CloudAXIS interoperate with Polycom room, desktop and mobile solutions?**

Yes, full interoperability with existing room, desktop and mobile Polycom solutions at GA, including Polycom HDX and Group series, Polycom OTX, Polycom VVX series, Polycom RealPresence Desktop, Polycom RealPresence Mobile for iOS and Android.

**Does it interoperate with standards based devices?**

Yes, it will support standards-based SIP and H.323 endpoint devices since all calls go through the Polycom RealPresence Collaboration Server.

**Are there any pricing changes for v1.5?**

No. Pricing remains the same and is available on the current price list.

**If I am an existing customer and have the RealPresence Platform in my network, will this interoperate with/leverage my existing investments?**

Yes. Investments in the Polycom RealPresence Platform are protected. This new solution is an optional software extension to the RealPresence Platform that runs on separate customer supplied server/s.

**How do I make my existing RealPresence Platform RealPresence CloudAXIS Ready?**

RealPresence CloudAXIS is a software extension to the RealPresence Platform, and will be deployed in many existing customer environments. It is important that the RealPresence Platform components be upgraded to the required software revisions to support the RealPresence CloudAXIS. The table below provides the RealPresence Platform software revisions needed.

<b>Polycom RealPresence Platform</b>	<b>Minimum Software Version</b>
RealPresence Collaboration Server (RMX)	8.2
RealPresence Distributed Media Application (DMA)	6.0.2
RealPresence Access Director (RPAD)	3.0
RealPresence Resource Manager (RPRM)	8.0.1
RealPresence Recording and Streaming Server (RSS)	8.5.1
RealPresence Mobile	2.3

**What are the prerequisites and minimum RealPresence Platform components needed to support RealPresence CloudAXIS?**

- RealPresence Platform minimum components for RealPresence CloudAXIS are:
  - RealPresence Collaboration Server (RMX or 800s)
  - RealPresence Distributed Media Application (DMA)
  - RealPresence Access Director or Acme Packet SBC to enable far end NAT traversal
  - RealPresence Resource Manager (RPRM) isn't a required component or direct participant in the management or call setup for RealPresence CloudAXIS. However, it must be present in the network to function in its role for non-CloudAXIS endpoint provisioning and management. For example, RealPresence Mobile requires a registration to RPRM for full functionality and it is also used to manage RealPresence Access Director.
  - To enable recording through the RealPresence CloudAXIS web interface, it's recommended that RealPresence Recording and Streaming Server (RSS) be deployed in the network though it is not

a mandatory element unless recording is a customer requirement.

**Does RealPresence CloudAXIS support VBP?**

No. RealPresence CloudAXIS is supported by either RealPresence Access Director or an ACME Packet SBC platform for NAT Traversal.

**What software will be installed on the customers' hardware?**

The RealPresence CloudAXIS Suite will be delivered through two software modules – the **Experience Portal** delivers participant plug-in for client install when necessary; manages in-meeting chat, roster, and chairperson controls, and the **Services Portal** enables host user to create presence enabled global directory of their social contacts and to convene/schedule/view/edit meetings with social and e-mail contacts and includes Scheduling API.

**What are the server requirements for the RealPresence CloudAXIS Suite software and number of concurrent users supported?**

Server	Users / Ports (Estimate)	Ram (GB)	CPU (speed)	vCores	Storage (GB)
Experience Portal	2000 web client users	8	2.5 GHz Intel Xeon 5500 Series or higher 2 GHz Intel Xeon E5 Series or higher	8	50
Scheduling Portal	5000 web scheduling users	8	2 GHz Intel Xeon 5500 Series or higher 2 GHz Intel Xeon E5 Series or higher	8	100

Note: An equivalent single server configuration can also be deployed.

**What are the VMware requirements?**

- vSphere 5.0 or 5.1
- One or more EXSi 5.x hosts to run the RealPresence CloudAXIS Services and Experience portals (consistent with the hardware requirements in the table)
- vSphere High Availability (HA) is required if the solution needs to be replicated for high availability
- vCenter is not mandatory (but required for portal component high-availability)
- VM HA and for vApp)
- The solution will be delivered via two .ova files, one for each of the RealPresence CloudAXIS components

**What browsers are supported by the RealPresence CloudAXIS web client?**

- Internet Explorer 9 or later
- Firefox 14 or later
- Chrome 11 or later
- Safari 5.0.6 or later (Mac only)

**What are the PC system requirements for the host/participant web client?**

- Windows 8, 7 or Vista with:
  - 2GB RAM
  - Core 2 Duo
  - 2.5 GHz
- Mac OS X OS X Lion 10.7, or OS X Mountain Lion 10.8 or Mavericks 10.9 with:
  - Intel Core 2 Duo, Core i3, Core i5, Core i7, or Xeon processor 2.5Ghz
  - 2GB of RAM

**Is a browser plug-in required?**

Yes. A plug-in is automatically downloaded the first time a RealPresence CloudAXIS is used by either the host or participant. Hosts would also have to download an additional plugin for the social connections.

**What is the file size of the browser plug-in?**

The web client plug-in download file is approximately 8Mb compressed.

**What is the video quality?**

RealPresence CloudAXIS supports up to 720p30 depending on network and transmitting device/endpoint capabilities. H.264 HP is supported.

**What is the quality of the screen sharing app?**

Applications are shared up to 720p/5fps Content displayed on other video endpoints will receive content at the highest common resolution of all legacy video endpoints connected to the conference at that time, up to a maximum of 720p.

**What protocol is supported for RealPresence CloudAXIS content sharing?**

Since RealPresence CloudAXIS is SIP based, it supports BFCP for anyone on the call using the RealPresence CloudAXIS browser web client.

**What about content sharing with other H.323 endpoints?**

Since RealPresence CloudAXIS runs in conjunction with the RealPresence Platform, the infrastructure solution will provide the necessary transcoding between RealPresence CloudAXIS and any H.323 endpoints using H.239.

**What technology is Polycom using to enable RealPresence CloudAXIS?**

- 20+ years of Polycom audio and video codec intellectual property – including SIREN audio, LPR, H.264 High Profile
- Global directory interworking technology (XMPP) that unifies disparate social and business networks to enable easy B2B and B2C UC collaboration

**Is any of the technology patented or patent pending?**

Yes. Polycom has filed multiple patents related to this solution. These patents have been granted or are pending.

**How is RealPresence CloudAXIS web client different than RealPresence Mobile and RealPresence Desktop?**

Each of these Polycom solutions addresses different uses cases and they are complimentary. The following chart provides a brief summary.

Feature	RealPresence Mobile	RealPresence Desktop	RealPresence CloudAXIS
Join VMR from web link	Yes	No	Yes
Join VMR by direct dial	Yes	Yes	Yes
Software	Mobile App	Software	Web Plugin
Receive Calls	Yes	Yes	No
Place P2P Calls	Yes	Yes	No
Roster and Control	No	No	Yes
Group Chat	No	No	Yes
Create ad-hoc and scheduled meeting invitations	No	No	Yes

B2B and B2C contact directory and video collaboration	No	No	Yes
Platforms Supported	iOS and Android tablets and Smartphones	Windows PCs	Windows PCs, New version of RPM for iOS and Android, industry standard server for Experience and Services Portal

**How is Polycom’s technology approach different from others?**

The main difference in approach is from a technology, solution, and commercial perspective to offer openness to third party platforms for full B2B and B2C UC collaboration. We see this as the way to mainstream UC worldwide. RealPresence CloudAXIS plug-in leverages either the standards-based XMPP presence proxy or client API to import contacts from Facebook and GoogleTalk and arranges unified video collaboration across services while using the social network contacts for presence and signaling.

- It is the only solution that uses XMPP and 3rd party APIs that shows and aggregates presence information from video applications including GoogleTalk, and Facebook contacts along with email contacts to create a single user directory for collaboration over Polycom’s RealPresence Platform.
- It is the only solution that equips hundreds of millions of people to join a video call that’s sanctioned and supported by every company’s IT department – because there is minimal risk to security since users join through an encrypted session via their browser or over their corporate network through Polycom’s secure new firewall traversal technology.
- It is as solution that extends enterprise grade video collaboration – consistently secure, reliable, high quality Polycom video collaboration experiences – to all participants because they join through their browser, not the native consumer application that may be subject to extreme fluctuations in bandwidth, poor resolution and high latency.
- It is the only solution that enables Enterprises to deploy in a private cloud for ultimate control and investment leverage as well as our Service Provider partners to deliver video collaboration from a public cloud. Key word is enable – Polycom enables our partners, we do not compete with them.

**How is RealPresence CloudAXIS competitively positioned?**

Since the competitive landscape is constantly changing, please refer to the Polycom Competitive Resource Center for the latest information. It can be found on the SRC at: <http://src/competitive/Pages/default.aspx>

**How are the multiple presence applications integrated?**

Leveraging the standard-based XMPP technology and 3<sup>rd</sup> party APIs, this solution supports presence proxy with Google Talk, and Facebook.

**Do we plan to add new social network contact types to RealPresence CloudAXIS?**

Yes, we will be supporting more social network services over time prioritized by customer demand and market pervasiveness.

**Does RealPresence CloudAXIS support Apple Facetime?**

No. RealPresence CloudAXIS does not support Apple Facetime in this release.

**Does the solution support mobile users?**

Mobile support for iOS and Android will be supported at GA through RealPresence Mobile. Users can receive a URL link via IM on GoogleTalk, and Facebook or click on a URL sent via email. Clicking on the URL launches RealPresence Mobile if installed or directs the user the relevant app store for their platform.

**Can I pre-schedule a call and send someone a link to join?**

The host can pre-schedule meetings using RealPresence CloudAXIS to send meeting invitations for a scheduled meeting via e-mail, and in addition will supply meeting-join information that can be copied and pasted into the user’s preferred calendaring/scheduling application.



**If someone doesn't have a camera on their PC, can they join over audio from their PC?**

Yes. Audio only is supported; in fact, we anticipate that participating via audio-only will be a common user choice. The web client has the option to disable the camera for purposes of privacy or preference.

**Can someone with a cell phone or POTS telephone join the conference over audio?**

Yes. A user can dial in via PSTN audio if the underlying RealPresence Platform has been provisioned with that capability. In addition, mobile users can join via RealPresence Mobile on supported devices (currently iPhone 4s and above only) for video as well.

**What is the recommended network connection?**

For SD – 384kbps, and for 720p – 512kbps or 768kbps will provide good performance.

**How do you ensure that the calls are secure with encryption and certifications?**

For privacy, Polycom encrypts transmission of web traffic using SSL3.0/TLS1.0 and higher. Existing Polycom solutions today support: SRTP for securing media, TLS for SIP (with 128-bit AES encryption), AES for H.323-based media, H.235v6 for key management, SDES (SIP) for key agreement. For assurance Polycom uses a broad set of device authentication mechanisms including: LDAP, Active Directory, X.509 certificates; certificate validation protocols such as OCSP, EAP/802.1x for endpoint device-authentication to the network at L2; and digest MD5 (RFC 2617) Authentication for SIP and web applications.

**Can a RealPresence CloudAXIS video meeting be recorded?**

Yes. The host can record the meeting provided there is a RealPresence Recording and Streaming Server (RSS) deployed in the network as part of the overall solution.

**Can customers embed RealPresence CloudAXIS functionality in their web portals, web-aware applications, and mobile applications?**

Polycom will make available APIs, libraries, and developer tools. Using these resources, qualified customers will be able to embed CloudAXIS video collaboration functionality in their web-aware applications.

**When scheduling a call, is it reserving resources? Is Resource Manager involved in the scheduling?**

RealPresence CloudAXIS simply does meeting scheduling and not resource reservations. Meetings will be conducted in best effort basis depending on resource availability at the time of the meeting.

**Can you explain the licenses? Is it like CMAD or is it active calls? Do active scheduling users take up a license?**

Licensing is based on concurrent sessions. Only concurrent web clients (hosts or participants) coming into the RealPresence CloudAXIS portal will consume licenses.

**Is Java, Active X, or Flash used by the RealPresence CloudAXIS web client?**

No.

**What Polycom services are available for RealPresence CloudAXIS?**

Premier Software Support is required on all purchases of the RealPresence CloudAXIS Suite products per Polycom's Required Support Policy. Customers who view their video collaboration solution as strategic or mission-critical should consider upgrading the maintenance to Advanced Access or Elite to effectively support these environments. To protect the long-term return on their investment, customers can purchase a three year contract of any Polycom support level and benefit from a built in discount. Payment for all support contracts, including three-year support contracts is due in full, in advance at the start of the agreement. Customers wishing to defer costs can leverage Polycom Capital. See (<http://www.polycom.com/products-services/services/polycom-capital-financing-leasing.html>)