Solution includes

- Polycom® RealPresence® Platform (with RealConnect™)
- Polycom Content Sharing Suite
- Polycom One Touch Dial app
- Microsoft Lync 2013

Collaborate Easier with Polycom® RealConnect™ for Microsoft Lync®

Technology that brings Polycom and Microsoft® Lync® users together seamlessly

Overview

Microsoft Lync and Polycom video customers can now realize the best user experience and bring everyone together with crystal clear video and full content-sharing capabilities—made possible by unique technology from Polycom called Polycom® RealConnect™ for Microsoft® Lync®. Now, with RealConnect, neither Lync users, nor traditional video users have to change their workflow or learn a new process to join together in a video meeting; they simply use the tools they are currently familiar with while the integrated solution automatically sets up the call in the background.

The solution includes the Polycom® RealPresence® Platform (with RealConnect™), Polycom® RealPresence® Content Sharing Suite, and Microsoft Lync 2013. Any standards-based video endpoint, including telepresence system, desktop and mobile video applications can be used, in conjunction with Microsoft Lync 2013 video clients.[1]

The solution makes it seamless for Lync users to click to join calls from the meeting invitation and users of standards-based videoconferencing systems to dial into an Outlook scheduled call using normal dialing methods. Additionally, Polycom One Touch Dial app also enables Polycom's Exchange-enabled endpoints to simply click to dial a scheduled meeting for ultimate ease of use. The Polycom RealConnect technology provides a great user experience and eliminates end user frustration in trying to determine how to connect with people across an organization who may have varying devices. By allowing users to follow familiar and intuitive workflows to collaborate over video on Lync or with a traditional video conference system, Polycom RealConnect makes joining together in a multiparty meeting easy and seamless.

Tight integration between the Polycom RealPresence Platform and Microsoft 2013 infrastructure adds unmatched scalability and cost performance, as Polycom RealConnect technology automatically connects both environments together and optimizes the number of resources required while maintaining maximum quality and simplicity.

[1] Microsoft Lync 2010 can participate in a Lync 2013 multipoint conference in backward compatibility mode

Benefits of Polycom RealConnect for Microsoft Lync technology

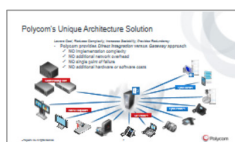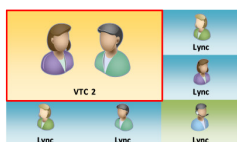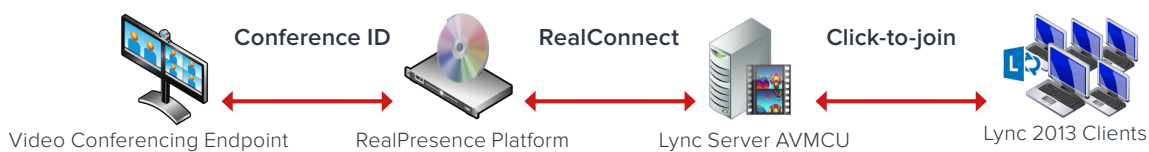| Benefits for End Users	Benefits for Administrators
Easily schedule a unified collaboration video call with Lync and non-Lync users from the familiar Outlook calendar	Increase user adoption and solution usage through familiar scheduling process and intuitive user experience
Join the video call the way you like and collaborate fully with non-Lync participants for voice, video, and content sharing	Protect investment through native Lync 2013 integration with industry-leading interoperability of the RealPresence Platform, with numerous benefits of automated collaboration, content sharing and ease of use
Seamlessly share content between Lync and non-Lync users, including audio-only users	Confidently roll out a solution across an organization by adding Lync to *any* existing standard-based video conferencing deployment
Engage in highly productive video collaboration even when you have disparate clients and endpoints on the call	Leverage both Lync and Polycom infrastructure to provide one seamless workflow among disparate devices for universal video collaboration while enabling much greater scalability to support a large number of desktop clients

Polycom RealConnect for Lync

Polycom RealConnect is a feature of the Polycom RealPresence Platform that allows Lync users and users of standards-based videoconferencing systems or clients to dial into a call scheduled via Outlook using normal dialing methods and have the conferences cascaded automatically by the RealPresence Platform for a unified conference experience.
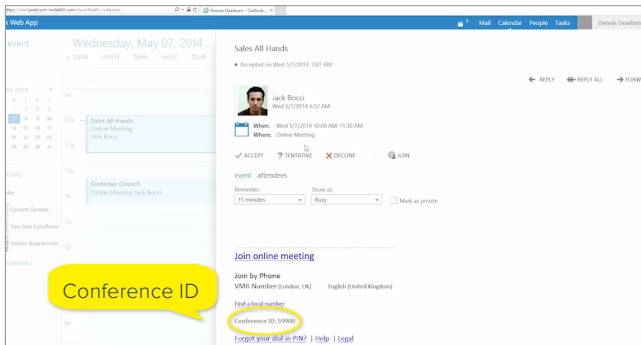
Workflow with RealConnect

- Send an Outlook meeting invite to all participants.
    - Note: resources are not reserved on AVMCU or RealPresence Platform
- Invite shows up in participants' calendars
- At the time of the meeting Lync Users click the "click to join" hyperlink and enter the Audio Video Multipoint Conferencing Unit (AVMCU)
- At the time of the meeting video conference users dial the virtual meeting room (VMR)/conference ID

- Optionally, Polycom RealPresence Group or HDX users click the JOIN button on the calendar meeting screen to dial into the VMR (enabled through Polycom One Touch Dial app)
- Lync users see other participants (up to five) in the gallery view of their Lync client
- VC users see other participants (up to 16) in the multipoint layout of their VMR
- Lync users can send content and when receiving content, they see it in a content stage
- Video conference users can send content and when receiving content, they will see it as a separate content channel (if there are two monitors content will show up on the second monitor, if there is one monitor content will show up in a split screen view)
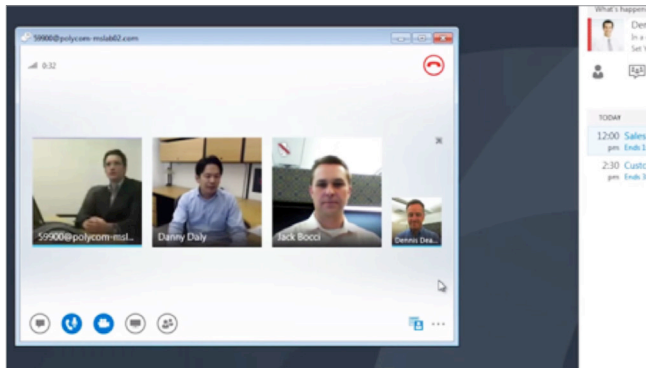
RealConnect Experience

Video Conferencing Endpoint — Conference ID — RealPresence Platform — RealConnect — Lync Server AVMCU — Click-to-join — Lync 2013 Clients
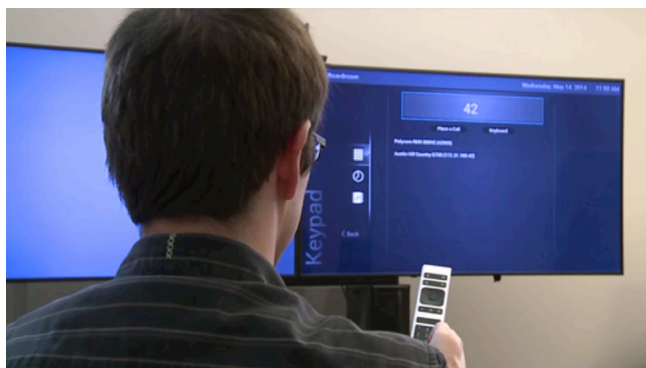
User schedules a call using Outlook (no plug-ins required) and Lync auto populates the meeting invite with a hyperlink to "Click to Join" as well as the conference ID information or VMR which is sent to all participants.[2]

Conference ID

Other Lync users click to join and the call is hosted on the Lync Conferencing Server in normal gallery view, maintaining Lync user experience.
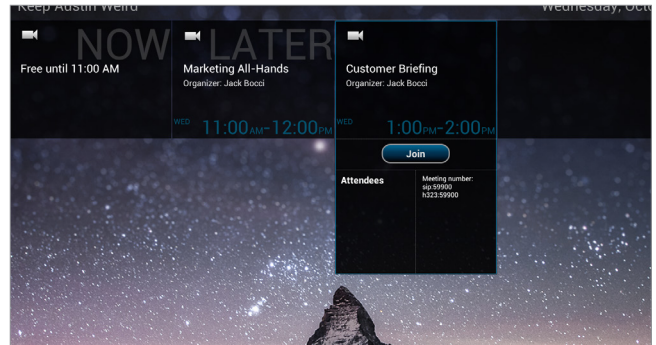

The users of the Polycom conference room systems simply dial to the conference ID/VMR provided in the Outlook meeting invite.
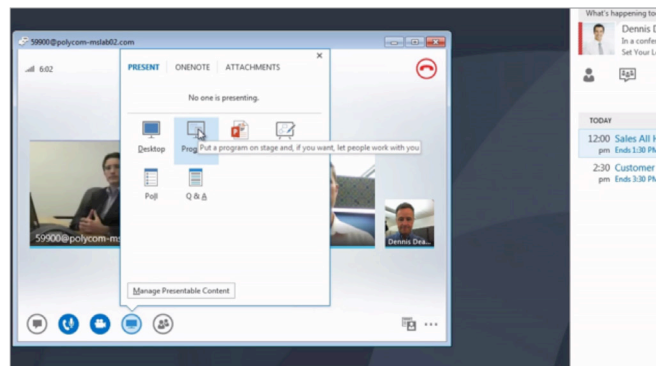

Optionally, with the Polycom One Touch Dial App, Polycom RealPresence Group Series and the HDX endpoints can be configured to use an applicatioin server to proxy between the endpoint and the Exchange Server so that click-to-dial

capability becomes available. Through this method, the conference organizer may include room resources in the meeting invite, and a meeting participant can simply select a meeting that appears on the calendar screen of a room system and press JOIN button to dial into the meeting without having to type conference ID.

The Polycom RealPresence Platform automatically sets up the cascade link with the Lync Server AVMCU and the cascade link sends up to 5 active Lync video streams to the VMR and the Polycom RealPresence Platform sends an active speaker back to the Lync Server which is displayed as one of the five active participants on the AVMCU. This solution saves significant amount of resources compared to any other method. Regardless of the number of Lync clients on the AVMCU, only five video streams (cascaded connections) need to be sent to the RealPresence Platform, which simplifies the solution and consumes less RealPresence Platform resource and network bandwidth, providing better scalability and lowering the overall TCO.

The Polycom RealPresence Content Sharing Suite enables high quality content to be sent and shared with both the Lync participants and the video conference users. AFurther information on Polycom RealPresence Content Sharing Suite can be found on the Polycom website here.

---

[2] Audio dial-in must be configured for the conferencte ID to be included in the invite

As illustrated, the RealConnect worfklow provides single workflow regardless of devices and allows each user to join in their preferred way.

How were Lync users and Polycom video users able to conference prior to RealConnect? See below for the answer– and note that these workflows still exist for users that prefer them.

Drag and Drop—meet on the Lync AVMCU
(ad-hoc or scheduled):

Register Polycom® HDX® and/or Polycom® RealPresence® Group Series users natively with Lync 2010 or 2013

- HDX and RealPresence Group Series users show up in the Lync user list, with presence
- At anytime, drag and drop Lync and/or video system users into a single call
- Issue: H.239 content sharing is what HDX/ RealPresence Group series use, but it is not supported in Lync, which means that no content can be shared with HDX/ RealPresence Group series and Lync users
  - Note: RealPresence Platform is not used or needed in this workflow

Meet in VMR on the RealPresence Platform

- Lync users create a contact that is a VMR in their user list
- Lync users can either dial the VMR by putting the VMR number in the name field, or dragging/dropping the VMR into the call
- Other users dial the VMR number

- RealPresence Content Sharing Suite allows Lync users to see/share content, as well as audio-only users to see/share content via a web browser
- Issue: meeting organizers have to choose between joining an AVMCU call (has to know that all participants are Lync users) or joining people in a VMR (have to know or suspect that one or more users are on standards-based video systems)

Summary

Through native integration with Microsoft Lync, end users are able to collaborate in the natural, familiar process via tools they use on a daily basis. Users can create collaboration sessions with not only Lync users but also the whole video conferencing based users have a simple number to call using the video systems with up to 1080p video clarity. The Polycom RealPresence Platform automates the setup, hiding complexity for end users and minimizing support for administrators. During the collaboration sessions, dual content, both sending and receiving, is easily shared with all participants including web only users.

For more information, please consult the Polycom Solutions and Support for Microsoft page at support.polycom.com/microsoft.

Need flexible financing?

Polycom CAPITAL
Collaborative Financing

www.polycom.com/polycom-capital

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.

Polycom, Inc.	Polycom Asia Pacific Pte Ltd	Polycom EMEA
1.800.POLYCOM	+65 6389 9200	+44 (0)1753 723282
www.polycom.com	www.polycom.asia	www.polycom.co.uk

Polycom®

15274-1114