



## DATA SHEET

# Polycom® RealConnect™ Service

## Cloud Video Interoperability Service for Microsoft Teams and Skype for Business

### Polycom's Cloud Video Interoperability (CVI) service

For organizations that have chosen Microsoft Teams or Skype for Business as their communications platform, Polycom® RealConnect™ is the first Microsoft-certified hosted video interoperability service that allows standards-based room devices—including Polycom, Cisco and others—to seamlessly join a Teams or Skype for Business meeting.

### Native Outlook scheduling and One Touch Dial

Love the simplicity of Microsoft Teams or Skype for Business workflow? Polycom RealConnect retains the existing scheduling workflow in Outlook so users can start scheduling a Polycom RealConnect call without any training. Teams or Skype for Business users join the meeting via a familiar click-to-join meeting experience, while Polycom and Cisco video endpoints\* may also be configured with Polycom One Touch Dial, allowing users to join the meeting without dialing a number.

### Supporting throughout customers' journey to the cloud

Available for Microsoft Teams and Skype for Business both online and on-premises through the same Polycom RealConnect Service license (concurrent VTC license), Polycom RealConnect lets customers plan for migration at their pace without any disruption. The license portability of Polycom RealConnect Service provides maximum flexibility and helps IT administrators to phase the user migration plans as they see fit.

### All the benefits of cloud service

Polycom RealConnect Service is hosted within Microsoft Azure and is managed and supported by a dedicated Polycom team. The service is deployed in multiple Azure data centers, providing unparalleled resiliency and availability and scalability. The cloud-based architecture also makes possible the prompt and iterative approach to keep the service current for all subscribers.

### Ease of management and administration

Polycom RealConnect Service has been developed jointly with Microsoft, and the license activation and administration for Polycom RealConnect Service is directly integrated within Office 365.



### Benefits

- **Protect existing video investments**—Bring existing Polycom, Cisco and other standards-based video systems into a Microsoft Teams or Skype for Business meeting easily
- **Smooth migrations to the cloud**—Polycom RealConnect Service is available for Microsoft Teams, Skype for Business on-premises and online with license portability, enabling migration to the cloud without disruption
- **Easy management**—Polycom RealConnect Service is operated, managed and supported by a dedicated Polycom cloud team
- **Simple scheduling and dialing**—Simplify the experience to schedule and connect with one touch through Outlook calendaring integration and Polycom One Touch Dial
- **Natural user experiences**—Familiar meeting experience including roster control, video layout and content sharing experience keeps end users confident and satisfied

\*Select supported models

	Microsoft Teams	Skype for Business Online	Skype for Business On-premises
Exchange Server	Exchange Online or Exchange Server (2010 or higher)	Exchange Online or Exchange Server (2010 or higher)	Exchange Online or Exchange Server (2010 SP or higher)
Office Version	Office 2016 and Office 2013	Office 2016 Click to Run (C2R) (Monthly Channel)	Office 2016 and Office 2013
PSTN Conference Dial-In	Not required	Not required	Required
Firewall Traversal	Required	Required	Required
Others	<ul style="list-style-type: none"> <li>Bandwidth for internet video call</li> </ul>	<ul style="list-style-type: none"> <li>Bandwidth for internet video call</li> </ul>	<ul style="list-style-type: none"> <li>Bandwidth for internet video call</li> <li>Azure AD</li> <li>SfB/Lync 2013 Edge Server</li> <li>Cloud Relay (lightweight VM)</li> </ul>

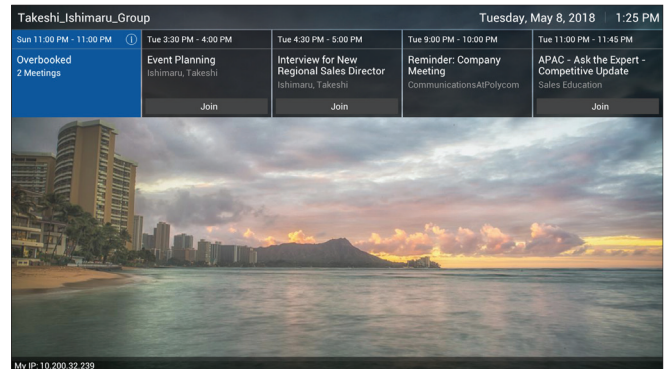
RealConnect Service Requirements for Skype for Business online users and on-premises users

### Polycom One Touch Dial Service

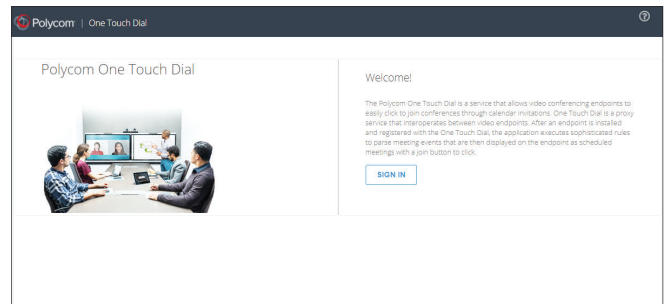
A Polycom® RealConnect™ Service subscription includes free access to Polycom One Touch Dial Service, a cloud-based calendaring service that translates Microsoft Teams or Skype for Business meeting information for standards-based video systems (Polycom and Cisco endpoints). Once video conference systems are configured with Exchange room resource accounts on the Polycom One Touch Dial web portal, users can simply add a conference room to the meeting invite and join the meeting from the conference system that is associated in that room. This one-touch-to-join experience is consistent with the click-to-join workflow from Microsoft clients. The Polycom One Touch Dial application reduces time to connect to a meeting and prevents user errors.

#### Requirements for Polycom One Touch Dial

- Supported Polycom endpoints: Polycom® RealPresence Debut™, HDX, Polycom Trio™, Polycom® RealPresence® Group Series and Group Series-based endpoints
- Supported Cisco endpoints: Cisco Telepresence (EX, Profile, Integrator C Series, and SX20) and Spark Room Series
- Office 365 Global Admin privilege (to register to Polycom Cloud Service)
- Exchange Online or Exchange Server 2013 and higher with Exchange Web Service
- For a full list of supported video endpoints and requirements, refer to [Support Documentation](#)



Calendar Shown (Polycom One Touch Dial-enabled)



Polycom One Touch Dial Web Portal

## Polycom Professional Services

Aligned with Microsoft FastTrack MyAdvisor

Polycom is a leading provider of video and voice devices for Microsoft Teams and Skype for Business, in addition to Polycom® RealConnect™ video interoperability. Polycom has deep experience designing, deploying and optimizing Microsoft Teams and Skype for Business solutions with Polycom devices. Additionally, we have Microsoft-certified solution architects, consultants, engineers and technicians to help your organization understand, onboard and benefit from Microsoft services.

Polycom RealConnect Integration and Onboarding Services help you fully leverage our industry-leading Polycom RealConnect experience within your enterprise quickly and easily. It also helps you focus on optimizing the end-user experience to drive deep adoption with a consistent workflow that brings native Microsoft and standards-based video solutions seamlessly together.

Polycom Professional Services are aligned with Microsoft FastTrack MyAdvisor, which provides practical guidance for cloud voice and conferencing, with an emphasis on

improving the end-user experience. MyAdvisor also provides comprehensive guidance, assets and methodologies for implementing, onboarding and managing a reliable, cost-effective communications service based on Microsoft Teams or Skype for Business. It guides customers through activities that include planning, design, readiness, network essentials, onboarding, enabling users, adoption, operating and optimizing the service and user experience.

### On-premises deployment with existing Polycom RealPresence infrastructure

If you have existing Polycom® RealPresence® infrastructure such as Polycom® RealPresence Clariti™, Polycom RealConnect functionality is supported in Skype for Business Server and Skype for Business Online. Contact Polycom for more details.

### Learn more about Polycom and Microsoft integrated solutions

For more information on the Polycom UC solutions for Microsoft environments, visit [www.polycom.com/Microsoft](http://www.polycom.com/Microsoft) or email us at [TeamMicrosoft@polycom.com](mailto:TeamMicrosoft@polycom.com)

## 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.  
1.800.POLYCOM  
[www.polycom.com](http://www.polycom.com)

Polycom Asia Pacific Pte Ltd  
+65 6389 9200  
[www.polycom.com.sg](http://www.polycom.com.sg)

Polycom EMEA  
+44 (0)1753 723282  
[www.polycom.co.uk](http://www.polycom.co.uk)

