



#### Solution includes

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

#### SOLUTION BRIEF

---

## 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 desktop and mobile video applications can be used, in conjunction with Microsoft Lync 2013 video clients.<sup>1</sup>

The solution makes it seamless for Lync users to click to join calls and users of standards-based videoconferencing systems to dial into an Outlook scheduled call using normal dialing methods. 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, RealConnect makes joining together in a multiparty meeting easy and seamless.

Tight integration between the Polycom RealPresence Platform and Microsoft Lync 2013 adds unmatched ease of use, an enhanced video collaboration experience, and scalability. It maximizes the use between the video conferencing systems and Lync clients as the RealConnect technology in the RealPresence Platform automatically connects both environments together with minimum resources while maintaining maximum quality and simplicity.

Collaboration is further simplified for audio users that do not have direct access to either Lync clients or video systems. The RealPresence Content Sharing Suite supports web-based collaboration for pushing and receiving content to both Lync users and traditional video conferencing systems, allowing audio-only users to fully participate in a multiparty call.

---

<sup>1</sup> 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 which will work for all users, regardless of how they join a video call. Reduces trouble tickets
Engage in highly productive video collaboration even when you have disparate clients and endpoints on the call	Leverage Lync and Polycom infrastructure to provide one seamless workflow for video collaboration with greater scalability while minimizing administration effort

## Polycom RealConnect for Lync

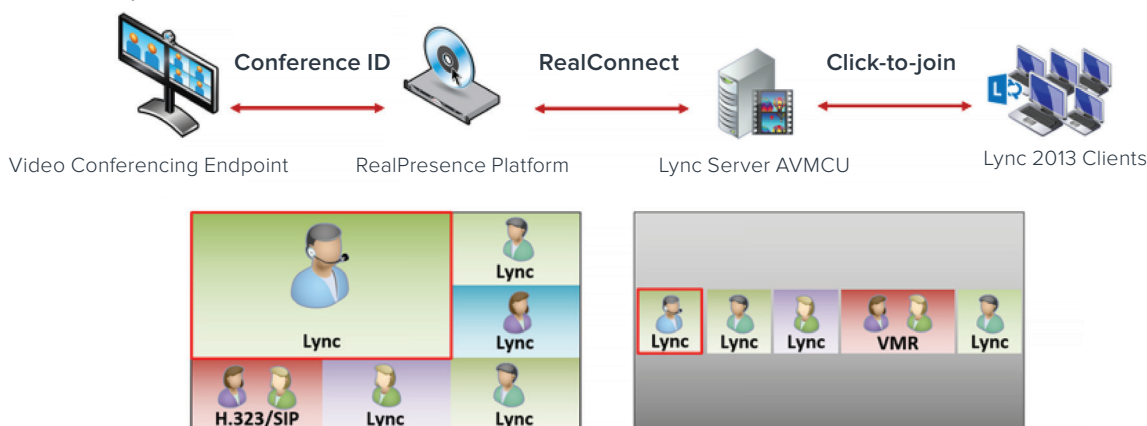
Polycom RealConnect is a feature of the Polycom RealPresence Platform that allows Lync users and users of standards-based videoconferencing systems or clients to dial into a call scheduled via Outlook using normal dialing methods and have the conferences cascaded automatically by the RealPresence Platform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

### Workflow with RealConnect

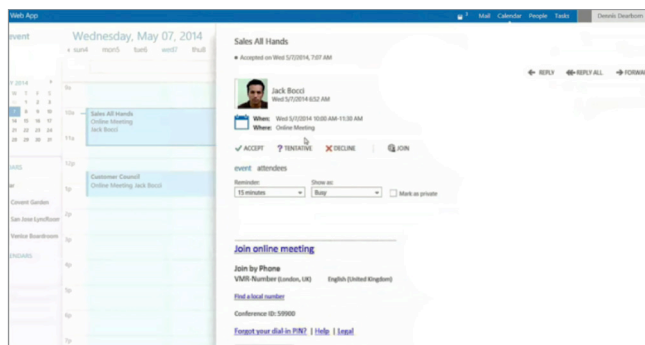
- Send an Outlook meeting invite to all participants.
  - Note: resources are not reserved on AVMCU or RealPresence Platform
- Invite shows up in participants' calendars
- At the time of the meeting Lync Users click the "click to join" hyperlink and enter the Audio Video Multipoint Conferencing Unit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

- Lync users see other participants (up to five) in the gallery view of their Lync client
- VC users see other participants in the multipoint layout of their VMR
- Lync users can send content and when receiving content, they see it in a window that is separate from their gallery view
- 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)
- Audio users can open a web browser, type in URL of the RealPresence Content Sharing Suite (i.e. cssserver.polycom.com) and type in the VMR, allowing them to send and receive content during the meeting
- If the Polycom® RealPresence® Capture Server is part of the RealPresence Platform network, the call can be recorded, including all content

## RealConnect Experience



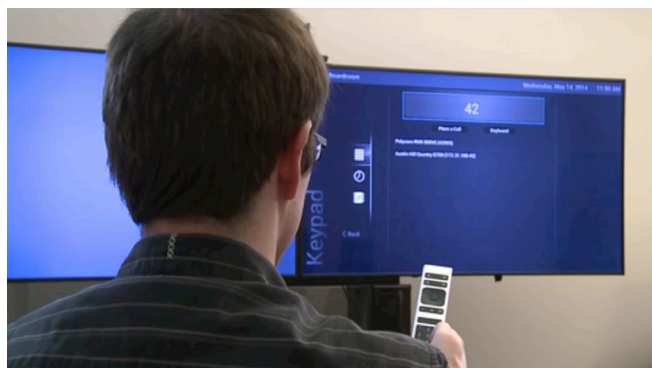
User schedules a call using Outlook (no plug-ins required) and Lync auto populates the meeting invite with a hyperlink to “Click to Join” as well as the conference ID information or VMR which is sent to all participants.<sup>2</sup>



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



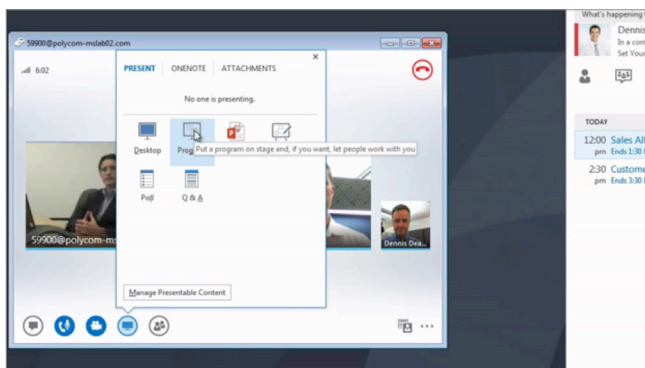
The users of the Polycom conference room systems simply dial to the conference ID/VMR provided in the Outlook meeting invite.



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 a single stream

back to the Lync Server which is displayed as one of the five active participants on the AVMCU. This solution performs “load-balancing” between the Lync AVMCU and RealPresence Platform. 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 resources 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. Additionally, the Content Sharing Suite provides web conferencing, allowing audio only participants to send and receive content during the multiparty call via a web browser. Further information on Polycom RealPresence Content Sharing Suite can be found on the Polycom website [here](#).



Why is the “scheduled” workflow with RealConnect better than an ad-hoc workflow?

The idea of dragging/dropping users from Lync into a call seems like a good idea, but based on feedback from customers, this is not a realistic scenario or one they like. It is similar to going to someone’s house and just walking in the front door without knocking or being invited.

What normally happens is that the meeting organizer will send an IM asking if the participants can meet. If everyone responds “yes”, then they will drag/drop users.

Feedback indicated that since all users need to be asked before being joined into a multiparty call, it’s preferred to have the meeting organizer send out an Outlook meeting invite, even if the start time is within five minutes. That way the time is blocked on the calendar, all invite information is clearly there, and each user can join in their preferred way.

<sup>2</sup>Audio dial-in must be configured for the conference ID to be included in the invite

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](http://support.polycom.com/microsoft).

Need flexible financing?

Polycom **CAPITAL**  
Collaborative Financing  
[www.polycom.com/polycom-capital](http://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.  
1.800.POLYCOM  
[www.polycom.com](http://www.polycom.com)

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

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

