What is the MGC-25?

Polycom's MGC-25 is a plug-and-play, multi-network conferencing platform that delivers economical, easy-to-use multipoint voice, video and gateway conferencing in 10 popular configurations, which include gateway only; voice only; and unified (voice, video, data, Web).

What is the MGC-50 and MGC-100?

Polycom's MGC-50 and MGC-100 multipoint unified conferencing platforms support scalable and customizable conferencing and gateway solutions, including any combination of voice, video, data and Web applications. The 8 slot MGC-50 can be used in either a distributed or centralized deployment of conferencing and gateway services. The 16 slot MGC-100 has twice the capacity of the MGC-50, includes redundant power supplies and meets the requirements for a centralized service application.

What are the primary differences between the MGC-25 in comparison to the MGC-50 and MGC-100?

The primary differences between the MGC-25 in comparison to the MGC-50 and MGC-100 are:

- The MGC-25 comes in set system and feature configurations, while the MGC-50 and MGC-100 are custom configurations according to specific customer requirements.
- The MGC-50 and MGC-100 are scalable and the configurations can easily be changed or upgraded to meet user needs.

What are the primary differences between the MGC-50 and the MGC-100?

The primary differences between the MGC-50 and the MGC-100 are:

- The MGC-50 has 8 universal slots versus 16 universal slots on the MGC-100.
- The MGC-100 can be purchased with redundant power supplies. This is not an option on the MGC-50.

What are the similarities between MGC-25, MGC-50 and MGC-100?

The MGC-25, 50 and 100 all use the same software and hardware system architecture. This enables all the platforms to offer the same features and functionality, including the same scheduling and management applications. The shared resource architecture of the MGC-50 and MGC-100 is also supported on the MGC-25 and provides inherent back-up of systems resources and flexible conferencing support. All advanced features such as transcoding, IVR/DTMF support, advanced continuous presence, and Click&View™ capabilities can be supported on all platforms.

What makes the MGC-25 a plug-and-play platform?

The MGC-25 is designed with an LCD and keypad and comes with a self guided wizard to make it easy for anyone to do the installation. With the LCD and keypad, the installer does not need an additional device to set the initial IP address of the system. The self-guided wizard takes the installer through configuring the system and will only guide the installer through the configuration windows necessary based on the purchased configuration.

What applications/configurations does the MGC-25 support?

The MGC-25 supports 10 preset configurations.

- GW 1 – Single PRI Gateway
- GW 2 – Dual PRI Gateway
- IP 12 – 12 port IP MCU
- IP 16+ - 16 port IP MCU plus 8 PSTN voice ports
- IP 16+ V – 16 port IP MCU plus 8 PSTN voice ports and video processing with advanced continuous presence, transcoding and Click&View
- Unified 24 – Maximum of 24 ports for voice (VoIP & PSTN) and video (ISDN & IP)
- Unified 24 V - Maximum of 24 ports for voice (VoIP & PSTN) and video (ISDN & IP) with video processing including advanced continuous presence, transcoding and Click&View
- ISDN V – 7 to 10 @ 384 kbps T1/E1 port ISDN MCU with video processing including advanced continuous presence, transcoding and Click&View
- Voice*Plus* 24 – 24 PSTN voice ports • Voice*Plus* 48 – 48 PSTN voice ports

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What happens if I initially purchase the MGC-25 VoicePlus 24 configuration but later I want to add video conferencing to my network?

No problem. A customer can purchase any configuration of the MGC-25 and upgrade to the Unified 24 configuration without buying another MGC-25 system. An upgrade to the Unified 24 configuration is a software upgrade.

Are there any differences in the conference applications and network support on the MGC-25, MGC-50 and MGC-100?

There are no differences in the conferencing capabilities over any network connection supported by the MGC.

What do you mean by - hardware and software shared resources architecture?

This means that the MGC software is common for all conferences and resource management on the MCU. The hardware resources allocate and share software resources dynamically between voice and video conferences to support any conferencing activity. Additionally, the MGC has built in gateway functionality to support multi network configurations. There are no islands of technology on the MGC platform that cannot be used to support a conference.

Has the MGC-50 and MGC-100 hardware architecture changed?

No. The MGC-50 and 100 is a proven, purpose-built platform which supports some of the largest video conferencing deployments in the world. The MGC architecture is a stable platform which protects your investment and makes adapting to changing requirements easy with a clearly defined migration path.

Have the MGC modules changed?

Yes. The resource modules are always being refreshed with the latest technology, including DSPs.

What are the advantages of the MGC 50/100 architecture?

The MGC architecture is a highly reliable and scalable, carrier class architecture with hot swappable modules, universal slots and built in redundancy. To support new emerging technologies or features, either the capabilities of the existing resource modules are enhanced or new hardware modules are introduced. The MGC software is enhanced with every new version to support the management of these modules.

What are the advantages of having the 50/100 MGC hot swappable architecture instead of a closed box, mix and match MCU solution?

There are several advantages of having the MGC hot swappable architecture:

• **Redundancy** – If a module fails in a MGC, it can be taken out of the MGC without affecting any other module. If there is an alarm sign on a module during an ongoing conference, the conference can be moved to another module without affecting the conference status. This option does not exist in a closed box MCU. If the MCU fails, no conferences take place.

• **Flexible Migration Path** – Any hardware module can be easily configured in the MGC to meet growing or changing requirements, making the MGC highly customizable. There is no migration path in a closed box MCU solution.

• **Unified Conferencing** – The MGC enables multi network, gateway and unified conferencing configurations in the same chassis. In a closed box solution, several MCUs need to be mixed and matched in order to enable multi network capability. The MGC is the only MCU to provide unified conferencing in the marketplace.

• **Maximum Capacity Utilization** – In a multi network and Unified MGC all the hardware resources can be used to their maximum capacity. In a closed box MCU solution, resources are lost in the process of mixing and matching between different MCUs and Gateways.

• **Firewall** – The MGC easily addresses the firewall security issues in IP conferencing. A closed box solution cannot provide this capability.

How do the MGC-50 and MGC-100 address firewall security issues inherent in IP conferencing, which includes participant sites inside and outside the firewall?

The MGC-50 and MGC-100 have the unique ability to be set-up with different IP module addresses that can reside inside the firewall and outside the firewall. Conference connections that come into a conference from outside the firewall connect to a IP module outside the firewall. All TCP/IP protocols are removed from the data stream as it is routed across the MGC backplane to the IP module inside the firewall and the endpoint within the enterprise. The firewall security capabilities have CheckMark certification.

Is the transcoding feature supported on the MGC-25, MGC-50 and MGC-100 any different from other manufacturers?

Yes, the transcoding supported on all MGCs is the only transcoding solution that will automatically transcode the 65,000 different permutations of network protocols, frame rates, video resolutions, data rates, audio algorithms

and video algorithms. Other vendor's transcoding solutions do not transcode across all of the elements. Also, audio transcoding functionality is a standard feature in all MGC platforms. The Polycom MGC can connect any conference participant regardless of connection attributes. Transcoding makes voice and video conferencing extremely reliable and users can utilize their conferencing equipment at optimum capabilities.

What is the difference between IP software Continuous Presence and the advanced continuous presence with enhanced video processing hardware?

IP software Continuous Presence comes as a standard feature in all IP systems. IP software Continuous Presence only supports IP participants and two different types of continuous presence layouts. Polycom's advanced Continuous Presence supports ISDN and IP participants, up to 27 different layouts and visual effects with borders, speaker indications, site names and background colors, using the Video+ module.

Is On Demand conferencing supported on the MGC-25, 50 and 100?

Yes, all MGC platforms support all the functionalities of On Demand conferencing, including Entry Queues, Personal Numbers, Virtual Meeting Rooms, and the ability to link to an external database to validate conference and participant attributes.

Is there an API for the MGC architecture?

There is a comprehensive XML API available for custom software integration. This API is consistent for all services delivered on the MGC's architecture. The API made available to the customer and third party integrators is the same API used to support all other MGC applications including Polycom MGC Manager. This means that the API included in any release of the MGC will be current.

Are conferences on the MGC-25, MGC-50 and MGC-100 secured?

Yes, there are several ways to conduct secured conferencing on the MGC Platform.

MGC Version 7.0 supports Advanced Encryption Standard (AES), that can be enabled at the conference or participant level.

When using Meeting Rooms for On-Demand conferencing the chairperson has extensive conference control. Each Meeting Room has a unique conference password, and the chairperson has the right to block any unauthorized partici-pants from joining the meeting. The chairperson can lock an ongoing confer-ence, terminate select participants and enable announcement of participants' names as they enter or exit the conference.

When an external database is used for On-Demand conferencing, additional security validation can be implemented based on the user profile (conference ID, numeric ID, chairperson ID etc.)

The MGC-50/100 architecture supports an integrated firewall gateway solution, as well as several MPI modules that can be connected directly to an encryption device. There are also some inherent security features because of the MGC-50/100's modular architecture.

What are the key new features in Release 7.0 (Q4/2004)?

Feature	Protocol
IP Enhancements	SIP
Enhanced Network Security	AES encryption, DNS, NAT
High Quality Video Resolution	4CIF, XGA
Higher Capacity Modules	MUX+
Enhanced Video Compression	H.264 (VSW & CP)
Standards based People and Content	H.239
Unique Voice Conferencing Feature	Silence IT
Increased network reliability	RTP/RTCP Monitoring, Alternate GK
Increased scalability	H.323 P+C cascade
Enhanced tools	XML API