

Polycom® MGC-25

Customer Frequently Asked Questions

Q. What is the MGC-25?

A. A plug-and-play, multi-network solution, the MGC-25 platform delivers feature-rich, economical, easy-to-use multipoint voice, video and gateway conferencing.

An easy conferencing start with preset configurations of unified, voice, video and gateway conferencing, the MGC-25 provides high value conferencing in a plug and play platform. Because the MGC-25 takes advantage of the same software as the MGC-50 and MGC-100, the MGC-25 includes unique features like keypad conference control (IVR/DTMF) for voice and video conferencing and provides unmatched audio and video quality.

The MGC-25 provides flexibility. End users can use a single number per conference for ad hoc conferencing and they can choose to schedule their conferences from any one of MGC-25 management and scheduling applications.

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

A. The MGC-25 is designed with a 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.

Q. How does the MGC-25 differ from the MGC-50 & MGC-100 Platforms?

A. There are many differences between the MGC-25, MGC-50 and MGC-100 platforms but mainly the differences can be categorized by capacity, architecture and network topology.

Capacity – The MGC-25 offers a maximum of 24 ports. To see exact capacities of each MGC-25 configuration, please refer to the capacities chart on the data sheet. The MGC-50 and MGC-100 can scale up to much higher capacities for unified, voice, video and gateway conferencing.

Architecture – The MGC-25 is a 2U 19" chassis. The MGC-50 and the MGC-100 both have a slot architecture providing flexible hardware expansion.

Network Topology – The MGC-25 completes the network topology by providing the support for distributed or edge networks. The MGC-50 and MGC-100 support the core or centralized networks. For companies that have a distributed work group networks, the MGC-25 is the perfect solution and for companies that have both central and distributed networks, Polycom provides a complete solution with the MGC-50 or MGC-100 and MGC-25 platforms.

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

A. The MGC-25 uses the same software as the MGC-50 and MGC-100. This means the MGC-25 can provide the same feature set and functionality as the MGC-50 and the MGC-100.

The MGC-25 uses the same management and scheduling applications as the MGC-50 and MGC-100. This means a company with an MGC-50 or MGC-100 can add an MGC-25 to their network and manage and schedule all conferencing resources, from one application. The MGC-25 works with MGC Manager, WebCommander and Personal Scheduler.

Q. What applications/configurations does the MGC-25 support?

A. The MGC-25 supports 6 preset configurations of Polycom Unified, Polycom VideoPlus, Polycom VoicePlus and Gateway. The MGC-25 also provides complete integration with Polycom WebOffice and support integrated web collaboration.

- 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
- Unified 24 – Maximum of 24 ports for voice (VoIP & PSTN) and video (ISDN & IP)
- VoicePlus 24 – 24 PSTN voice ports



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Q. What networks does the MGC-25 support?

A. The MGC-25 supports IP, ISDN, PSTN and VoIP networks.

Q. Does the MGC-25 support The Polycom Office Integration Features?

A. Yes, because the MGC-25 is using the same software as the MGC-50 and MGC-100, the MGC-25 supports Pro-Motion (60 fields), high fidelity audio (Siren 14), H.264* and People+Content.

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

A. 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 the Unified 24 configuration is a software upgrade.

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