



Webinar : Choosing the Right  
Phones for Microsoft Office 365  
Cloud PBX Services

# The Workplace of the Future has Arrived

Experience the power of  
Polycom and Skype for Business.

# Meet The Presenters



**Peter Huboi,**  
Senior Product Marketing Manager, Microsoft Voice  
Solutions  
Polycom



**Randy Wintle,**  
Microsoft Certified Master and Skype for Business MVP  
Microsoft Solutions Architect  
Polycom

# Polycom + Microsoft's Winning Partnership

Polycom and Microsoft deliver end-to-end UC solutions that transform unified communications

## Strategic Partner

Strategic alliance spanning more than a decade

Multi-year development, integration and go-to-market agreement with Microsoft

Expanded relationship with new solutions for Skype for Business and Cloud Deployment

## The Polycom Difference

Broadest portfolio of voice and video solutions with native Skype for Business integration

Global ecosystem of design, sales, and support resources

Provide a seamless user experience with voice, video, and content



# Market validation and momentum



## LEADERS'

Quadrant in Gartner UC, Corporate Telephony and Web Conferencing Magic Quadrants\*



## #1

in new voice seats sold. Microsoft preferred by more customers than any other IP PBX vendor



## 79%

of U.S. enterprises are currently deploying or planning to deploy Lync including telephony\*\*



## 7 of 10

70.4 % of Skype for Business/Lync voice handsets sold are Polycom\*



## 40+

Polycom Solutions for Microsoft



## 97%

97% of Fortune 500 use Polycom

\*Reprints available at: <http://news.microsoft.com/analyst-reports/>  
\*\*T3i Research, [Impact of Microsoft Lync on the Enterprise Voice Market](#)

\* Canalys Estimate, June 2014

# What's new: Cloud PBX (worldwide)

## WHAT IS IT

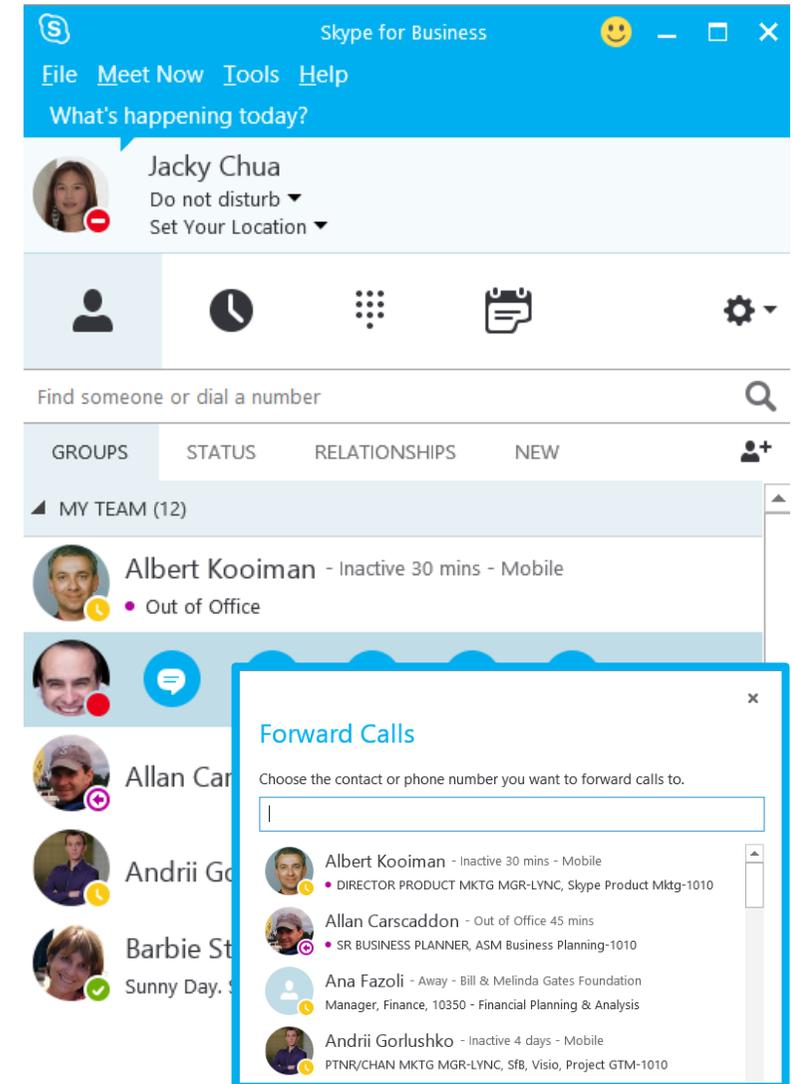
Call management features delivered from Office365  
Enable call hold, transfer, voice mail, and call forwarding

## HOW IS IT DIFFERNT

In the past, delivered through Skype for Business Server  
Connected to customer's on-premises infrastructure  
To meet all Skype for Business Server scenarios by 2016  
At launch, it will meet most knowledge workers' needs

## CLOUD PBX VALUE PROP

Manage calling features right within Office 365  
Eliminate separate PBX systems and transition to the cloud



# What's new: Cloud PBX (worldwide)



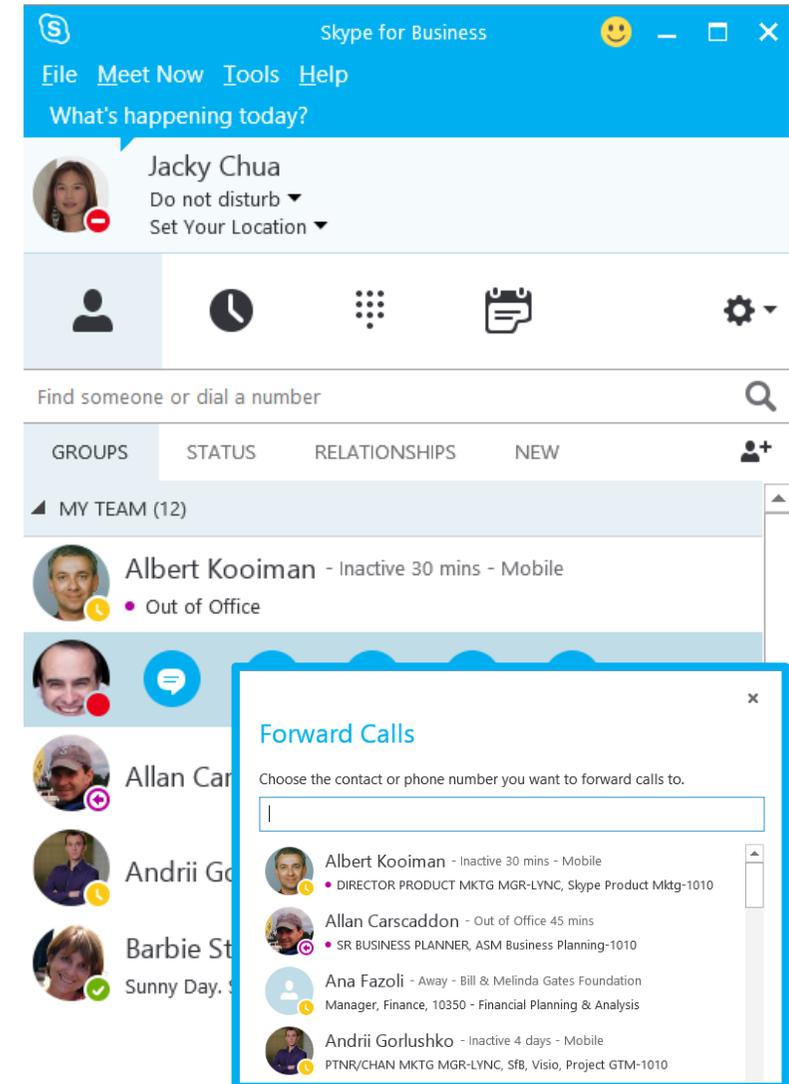
## BUSINESS BENEFITS

Eliminate costly PBX systems  
Consolidate vendors and streamline operations  
Lower your TCO for telecommunications



## IT BENEFITS

Enable features within O365 admin portal  
Enjoy easy and rapid access to latest innovations  
Choose deployment options that's right for you



# What's new: PSTN Calling (U.S. first)



## BUSINESS BENEFITS

Move your entire communications stack to the cloud  
Fully consolidate vendors and streamline operations  
Lower your TCO with competitive calling plans



## IT BENEFITS

Easily avail of new numbers or re-use existing ones  
Assign calling plans within Office 365 admin portal  
Get easy and rapid access to the latest innovations

The screenshot shows the Skype for Business application window. The title bar reads "Skype for Business" with a smiley face icon and window controls. The menu bar includes "File", "Meet Now", "Tools", and "Help". Below the menu is a search bar with the text "What's happening today?". The main content area shows a contact card for "Jacky Chua" with a profile picture, a "Do not disturb" status, and a "Set Your Location" dropdown. Below the contact card is a navigation bar with icons for a person, a clock, a grid of dots, a calendar, and a gear. A search bar below the navigation bar contains the text "Find someone or dial a number". The main area displays a dial pad with numbers 1-9, \*, 0, and #, each with corresponding letters. Below the dial pad are "Redial" and "Call" buttons. At the bottom, there are "Pin" and "Check" buttons, and a "VOICE MAIL" label with a speech bubble icon.

1 ☎	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#
Redial	Call	

Pin Check

VOICE MAIL

# What's new: Cloud PBX and PSTN Calling

## Office 365 Enterprise Suites

	E1	E3	E5	ADD-ON
Business class email and calendars				
Social, video, sites	●	●	●	
IM, online meetings, meeting broadcast	●	●	●	
File storage, sharing, information discovery	●	●	●	
Office Online	●	●	●	
Office Client apps		●	●	
Archiving, rights management, DLP, encryption		●	●	
Predictive eDiscovery, secure URLs, access control			●	
End user and organizational analytics			●	
<b>Cloud PBX</b> <small>NEW</small>			●	●
PSTN Conferencing			●	●
<b>PSTN Calling</b> <small>NEW</small>				●

CLOUD PBX IS IN E5;  
OR CAN BE ADDED  
TO ANY E SKU

PSTN CALLING CAN BE  
ADDED TO CLOUD PBX  
(US FIRST)

How do I decide what is the right phone?

# Understand User Requirements



Sales

“I need a phone that shows my Skype for Business “favorites” presence status and I use a Bluetooth headset”



Engineering

“I want the choice of controlling my call from the phone or from my UC client”



Marketing

“I want a phone that supports expansion modules to see who’s available at a glance”



CEO

“I want my administrative assistant to be able to answer my calls”



IT

“I want phones with recent and ongoing feature development to protect our investment”

# Polycom Phones & Conference Phones for Office 365 Cloud PBX



- CX600 IP Desktop Phone
- CX3000 IP Conference Phone



- Polycom CX100 USB Speakerphone
- Polycom CX300 R2 USB Phone
- Polycom CX5100 Unified Conference Station



- RealPresence Trio 8800



- VVX 201 Business Media Phone
- VVX 300 Business Media Phone
- VVX 310 Business Media Phone
- VVX 400 Business Media Phone
- VVX 410 Business Media Phone
- VVX 500 Business Media Phone
- VVX 600 Business Media Phone

Minimum software release - UCS 5.4.0A

*First OpenSIP phones supported on O365 Cloud PBX*

Order codes for RealPresence Trio and VVX phones ending in “-019” are “Skype for Business Edition” phones with the minimum required software release

# New VVX Features in UCS 5.3 and UCS 5.4.0A



Workspace



Experience



Workflow

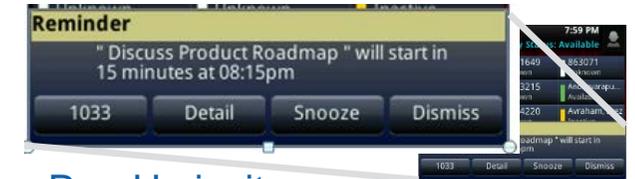
Use VVX as Audio I/O source



(BToE)



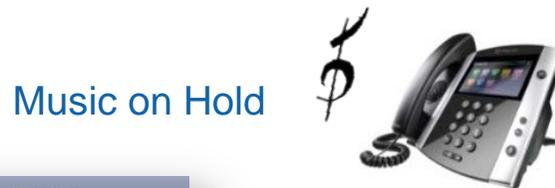
Optimized Call Transfer



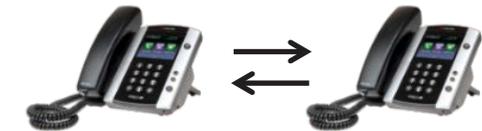
Calendar Pop-Up invites



Selectively Restrict Features



Music on Hold



Intercom Communications



**Polycom** **Office 365**

1<sup>st</sup> OpenSIP phones for O365 Cloud PBX



Visual Voicemail



Exchange Call Logs



Multiple Delegates/Bosses  
Boss/Admin Enhancements

UCS 5.4.0A September 2015

UCS 5.3 March 2015



# “Presence” Informs Our Communication’s Choices



Presence Status Examples	How we might reach out
Available	IM, Voice Call , Video Call
Away	Voice Call to Mobile , Voicemail
Out of Office	Voice Call to Mobile , Voicemail, Email
Busy	IM, Voicemail
In a Call	IM, Voicemail
In a Conference	IM, Voicemail
Do Not Disturb	Voicemail, Email
Urgent Interruptions Only	Voicemail, Email
Offline	Voice Call to Mobile , Voicemail



Contact Card on Polycom VVX Phone is accessed with a “long press”

## Collaborate with impact.

It’s your day, make the most of it.



Workflow

# Hear everything clearly. Seamlessly go from Voice to Video.

## Polycom + Skype for Business



BToE



+

USB



IM – “Is now a good time to talk?”



Skype for Business  
Voice Call

+  
Content



Skype for Business Video Call

# Collaborate naturally.

As though you were there.



Experience

# Filter Out the Background Noise that Stops Collaboration

Noise cancellation for VVX users using a handset or headset

Compares Audio Levels



“Subtracts” nearby conversations and room noise detected by hands free microphone on VVX



Workspace

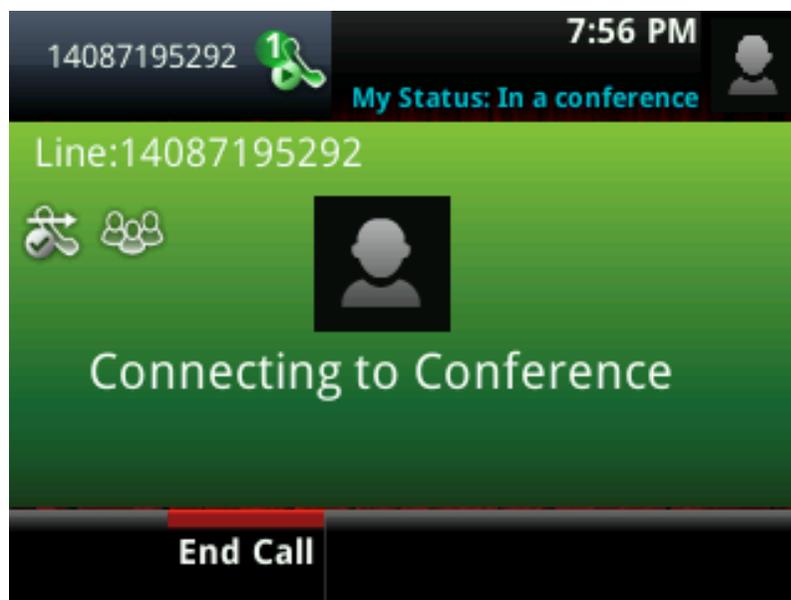
## Collaborate anywhere.

You pick the space,  
we make it possible.



# Join that early morning conference call ...

- Pop-up reminder from your Skype for Business Meeting Invite



## Collaborate with impact.

It's your day, make the most of it.



Workflow

## ... or Join from the Calendar View

- Join Skype for Business calls from calendar view

← Discuss Product Roadmap

**Start:** 8:15 PM Today

**End:** 9:15 PM Today

**Location:** Lync Meeting

**Organizer:** Salonga, Jovito

**Required Attendees:**  
Salonga, Jovito \* j.s00@polycom-mslab02.com

**Description:**

[Join Lync Meeting](#) [More Actions](#)



# Collaborate with impact.

It's your day, make the most of it.



Workflow

# Feature Requirements

- Are you implementing Softphones for some users? (USB desk phone)
- Do you need Video? (RealPresence Trio Visual+, CX5100)
- Do you need headset Support? (USB, Bluetooth, Wired RJ11, EHS)
- Do you need BOSS/Admin? (VVX has boss/admin feature)
- Do you need line key expansion modules? (VVX has optional EMs)
- Do you require screen or ringtone customization? (VVX screens/keys /ringtones are customizable)
- Do you need more line keys (VVX Boss/Admin Contacts/Pinned favorites)
- Do you need Group Paging (VVX has group paging)
- Do you need Hands-free Intercom (VVX supports Hands-free Intercom)
- Do you need 802.1x port security (VVX has 802.1x security)
- Do you need to eliminate background noise? (VVX supports Polycom Acoustic Fence)

# “Can’t we just use Headsets?”

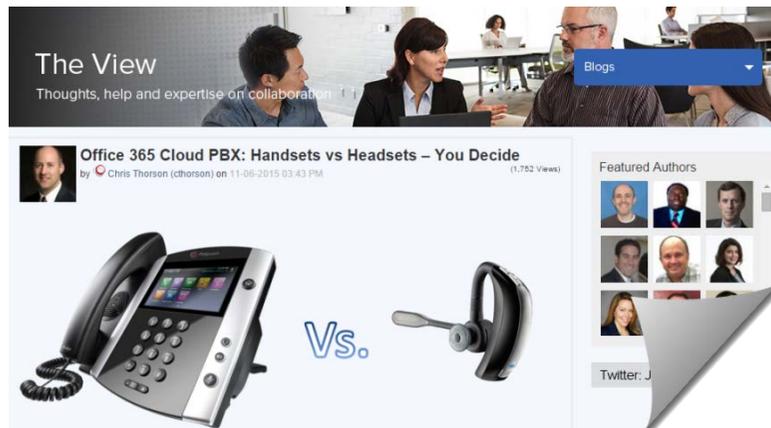


VS



- Desk phones are “always on”
- Quickly access telephony features
- Additional telephony features

- Must wait for PC to Boot Up
- Bluetooth battery at “zero” / forgot headset
- Corded headset fatigue, tethered to desk



WHITE PAPER

Something to Rely On:  
Why the Desktop Phone isn't Going Away

# CX300 R2 USB Phone



- Headset only



- Handset
- Speakerphone
- Headset jack
- Dial pad
- Mute, Hold, Redial
- Caller ID, Presence

# VVX 201, VVX 300, VVX 310



- Headset only



- Handset
- Speakerphone
- Headset jack
- Mute, Hold, Redial
- Caller ID, Presence

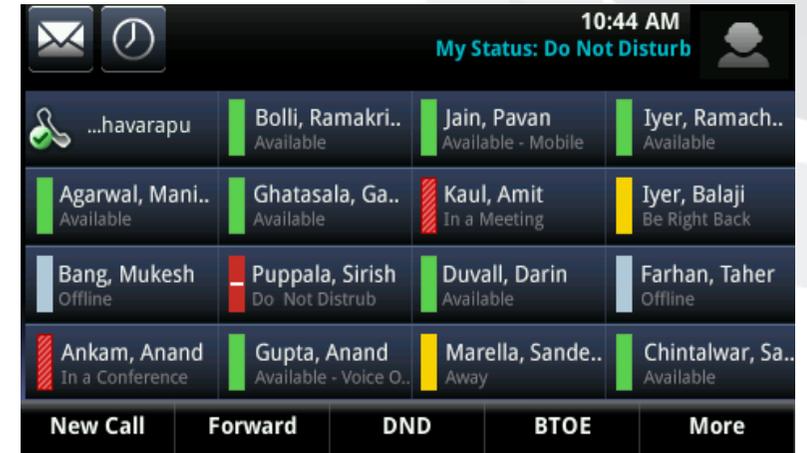
+



- **Always on**
- Transfer
- Forward
- 2 lines (201)
- 6 lines (300/310)
- Call logs
- Conf reminder / one click to join
- Acoustic Fence
- ...and more

# VVX 400/410 , VVX 500, VVX 600 Phones

- Color screens and larger display sizes bring features to life
  - Easier to see presence status in color
  - Larger screens display more 'favorites'
- Line and feature keys (VVX 400/410) or Touchscreens (VVX 500, VVX 600)
- Bluetooth headset support (VVX 600)

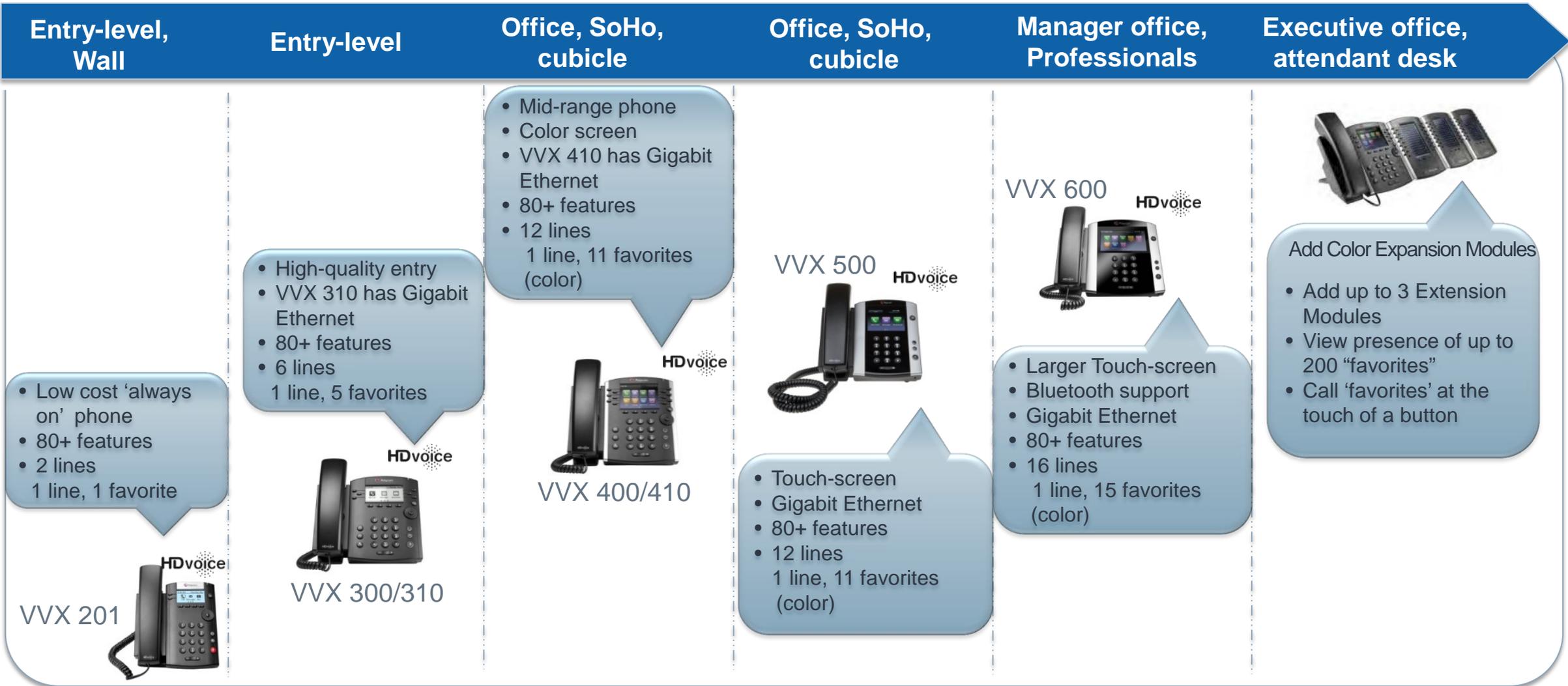


Extended Presence (VVX 600 screen)



# Polycom Desktop Phones

## Positioning VVX Business Media Phones with Microsoft



# VVX Skype for Business Edition Order Codes

## Ready for O365 / Skype for Business Online “Out of the Box”

- Loaded with the required UCS 5.4.0A minimum release for O365
- Eliminates the need to connect to a provisioning server to update older phones

## Easier to Order

- Single price for VVX (includes required Polycom UC Software License)

## Easier to Install

- Base profile set to Lync/Skype for Business by default
- Preloaded with qualified software
- Preconfigured with Lync/Skype for Business parameters



All VVX Skype for Business Edition order codes end with “-019”

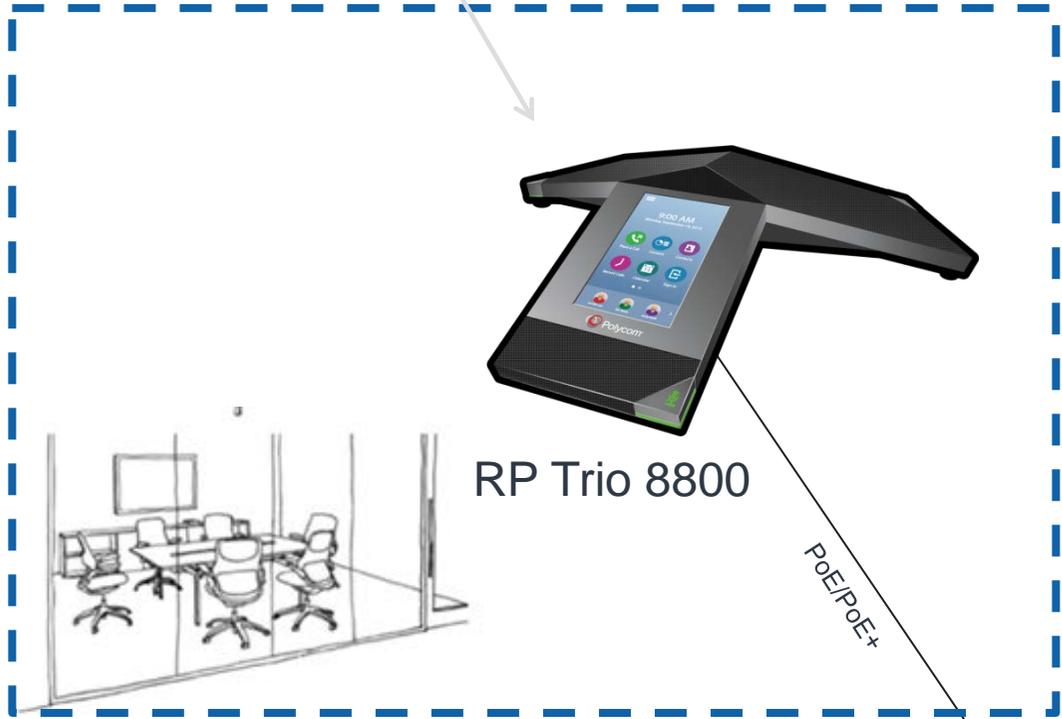
# Using RealPresence Trio as a Skype for Business Conference Phone



- Unmatched audio quality and performance
  - Enhanced HD Voice and bass reflex port delivers room-filling sound
  - Eliminate non-speech background noise with Polycom NoiseBlock™
  - Up to 20' (6 meters) range with specially tuned microphones and expansion mics
  - Versatile connectivity from your mobile device (USB, Bluetooth, NFC, IP)

# Invite RealPresence Trio to a Conference Call

2. Tap "Join" reminder displayed

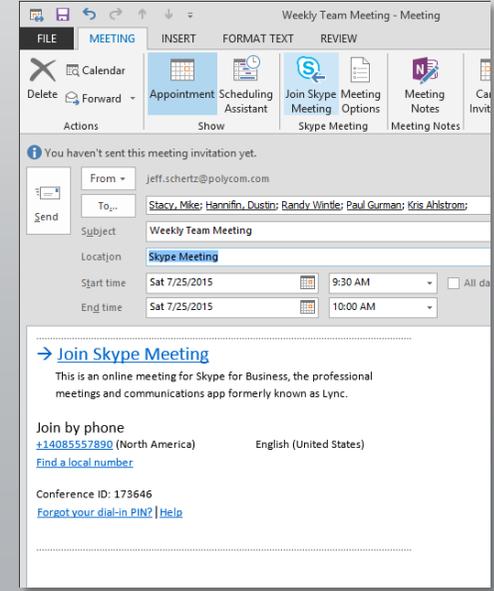


Exchange



1. Invite via Outlook

Just create a new Skype Meeting



Inviting the Room = Inviting RealPresence Trio

# 360 Degree Collaboration. Everyone is Seen. Everyone is Heard.



Polycom CX5100

## Experience 1080p “around-the-table” video with Skype for Business

- USB plug-and-play mean “no training”
- Use the UC client you already know—no remote required
- Realize a better ROI with increased room usage for collaboration

# Collaborate naturally.

As though you were there.



Experience

# Flexible deployment options



## ON-PREMISES



## HYBRID



## ONLINE

### TARGET CUSTOMERS

- Worldwide customers today
- High customization needs and add-ons (call centers, government, and finance)
- Advanced calling features (specialized or task workers)
- Existing PBX and PSTN contracts
- Like-for-like replacement of hardware or deployed Skype for Business Server

- Worldwide customers—Dec 2015
- Little or no customization needs
- Typical calling features (information or knowledge workers)
- Moving from CAPEX to OPEX
- Strategic alignment to cloud
- Depreciating infrastructure and PSTN contracts or deployed Skype for Business Server

- US customers first—Dec 2015
- Little to no customization needs
- Typical calling features (information or knowledge workers)
- Moving from CAPEX to OPEX
- Multiple cloud workloads deployed
- Eliminating PBX systems and ending PSTN contracts, no Skype for Business Server

# Feature Comparison

Skype for Business Capabilities	Skype for Business On-Premises	Cloud PBX with On-Premises PSTN Connectivity	Cloud PBX with Microsoft PSTN Calling
Basic call Features			
Voice Mail	Exchange UM	Cloud PBX Voice Mail	Cloud PBX Voice Mail
USB Devices			
Delegation, Team Call			
Voice Resiliency			
Branch Survivability			
Location Based Routing			
Call Admission Control			
Integration with On-Premises PBX			
Call Via Work			
Private Line			
911		Static Only	Static Only
Response Groups			
Auto Attendants (Via Exchange)			
Call Park			
Media Bypass			
Number Porting	N/A	N/A	
IP Phones "Optimized" for S4B			
IP Phones "Compatible" with S4B			
Analog Devices		Using Hybrid Deployment	
Common Area Phones		Using Hybrid Deployment	

# Polycom VVX Services for Skype for Business/Lync Portfolio

## VVX QuickStart (DESIGN)

- Provide best practices and guidance to jump start Customers' understanding of Use Cases, Voice Features, VVX Provisioning, Management, and Handset Options.
- Setup a Provisioning Server, Provision up to 20 Endpoints as Examples of 10 Use Cases, and allow End Users to see features in action and provide feedback

## HealthCheck for Skype for Business/Lync Infrastructure (DESIGN)

- Skype for Business & Network analysis to help customer be more confident that their infrastructure will support the workloads they are planning

## VVX End User Orientation (OPTIMIZE)

- Custom on-site consulting for special Use Cases such as: Boss/Admin, Reception

## VVX Handset Installation (DEPLOY)

- Unpack, Assemble, Firmware, Place on Desk, Test
- Works with VVX Provisioning & Deployment Support Service

## VVX Provisioning & Deployment Support (DEPLOY)

- Help Plan, Provision, and Support VVX Deployment
- Works with VVX Handset Installation Service

# Next steps

- [Contact Polycom to see/demo Polycom VVX phones](#)

- Understand phone features
- Decide which VVX phone models match specific user profiles
- Limited trial ahead of full deployment?

- Is your network ready? Not sure?—Do a network assessment
- Plan, provision, and support your Polycom phone deployment
- Don't forget phone training

[TeamMicrosoft@polycom.com](mailto:TeamMicrosoft@polycom.com)



# Thank You

For more information on Polycom Solutions visit:

- [www.polycom.com/microsoft](http://www.polycom.com/microsoft)
- [support.polycom.com/microsoft](http://support.polycom.com/microsoft)

For specific questions:

[teammicrosoft@polycom.com](mailto:teammicrosoft@polycom.com)

