



# Polycom® ReadiVoice®



## Benefits

**Proven to perform** – Since 1998, over 300,000 ports have been deployed by the world's largest service providers in the most demanding production environments

**High port efficiency** – Consistently delivers 4,500 to 6,500 minutes/port/month. Patented technology maximizes revenue potential of every port

**Rock-solid reliability** – Rigorously tested in Polycom's Innovation and Quality Labs. Designed for maximum reliability with redundant components and no-single-point-of-failure InnoVox media servers

**High scalability** – Large-scale 4032 port InnoVox 4000 media server in deployment-proven 8064-port ReadiVoice system architected to 20,160 ports

**Convenient and feature-rich** – Available 24 x 7 x 365 specifically for reservation-less conferencing, with wide ranging, easy-to-use, touch-tone and Web-based features. Drives rapid adoption and higher usage

**Configurable and customizable** – Customize messages, prompts, and call flows; private-label interfaces; or integrate with other applications. Simple admin tools and robust APIs provide everything required to set your service apart

**IP Ready** – Patented SIP signaling/routing to meet current and future IP conferencing needs. Back IP-based services with ReadiVoice hardware and software optimized to work in tandem for exceptional voice collaboration

## On-demand means always ready.

Polycom's ReadiVoice® on-demand voice collaboration system is widely deployed worldwide. For service providers and carriers seeking a robust, reliable, reservation-less solution for PSTN or Session Initiation Protocol (SIP) networks, ReadiVoice on-demand conferencing solution is the leading choice.

### Easy to Use, Deploy, and Manage

ReadiVoice on-demand conferencing solutions are simple to use and instantly available. Users can initiate conferences anytime, any-where, with a touch-tone phone, and manage them via a Web browser. Once in a conference, the ReadiVoice collaboration system puts a rich array of features at subscribers' fingertips, resulting in cost savings as operators are seldom used. In addition to PSTN, ReadiVoice on-demand conferencing solution supports SIP and offers a full suite of utilities for service providers to roll out VoIP conferencing solutions.

### Service Providers Require High Availability, Scalability, and Fault Tolerance

Service providers need solutions that are highly reliable, efficient, and flexible to help reduce operating costs and grow revenue. ReadiVoice on-demand conferencing solution's reliability is unequalled in the conferencing industry, backed by rigorous predeployment testing and Polycom's next-generation InnoVox® conferencing media servers. Our 4032-port InnoVox 4000 Media Server is designed from the ground up to provide maximum capacity and scalability, fault tolerance, hardware redundancy, and ease of maintenance. With streamlined network connectivity, hot-swappable components, and no single point of failure, the InnoVox 4000 media server ensures that ReadiVoice on-demand voice collaboration system is available when your customers need it.

### Operational Efficiency

Using sophisticated algorithms, ReadiVoice on-demand voice collaboration system automatically allocates ports to conferences as they are initiated on the system, rather than holding ports in reserve. This eliminates wasted ports for no-show conferences, and maximizes revenue generation from each and every port.

### Intelligent Call Routing

In addition, ReadiVoice on-demand conferencing solution's patented Intelligent Network Call Routing technology leverages Signaling System 7 (SS7) or SIP to automatically route calls to available media servers within the system. This capability is exclusive to Polycom and eliminates unused capacity, overloaded servers, and the need to reassign access numbers on the fly. ReadiVoice collaboration system's routing also allows for seamless scalability, network redundancy, and the ability to geographically distribute media servers.

### Customization

The ReadiVoice on-demand voice collaboration system is highly configurable and customizable, allowing you to tailor services to meet customer needs, increasing their satisfaction and loyalty. The ReadiVoice on-demand conferencing solution provides simple administration tools and powerful APIs that enable you to customize system prompts, messages, and call flows; create private label interfaces; or even integrate with other applications.

### Make Great Things Happen with Polycom ReadiVoice On-Demand Conferencing Solutions

In today's Internet driven world, the ability to conduct real time communication and collaboration has become critical to an organization's survival. As the market leader in voice, video, data and Web solutions, our award-winning conference technology makes it easy for people to interact and maximize productivity — over any network, in just about any environment, anywhere around the globe. That's why more organizations worldwide use and prefer Polycom conferencing solutions. Because when people work together, great things happen. See how you, too, can achieve great things with Polycom ReadiVoice on-demand conferencing solutions.



VideoVoiceDataWeb

## Application Specifications

### System Capacity

- InnoVox 4000: Architected to 20,160 ports; certified to 8064 ports PSTN, 4032 ports IP
- Operators: 60
- Moderators: 2688 PSTN or 1344 IP
- Total Conferences: System Ports ÷ 3

### Application Features

- Automatic call routing using SIP or SS7
- Geographic distribution of media servers
- Totally integrated system – single server and single database for full system
- Customizable voice messages
- Customizable graphics
- Music-on-hold
- Software Development Kit (SDK) and robust APIs
- High system availability
- High-quality voice connections
- Application Control Mode (ACM) – Client defined call flow extensions

### End User Features

- Reservation-less
- Quick and easy conference access
  - One-click conference
  - Traditional or two passcode call flow available
  - Initiate and control via touch tones or Web
- Operational assistance available
- Subconferences
- Security options for fraud reduction, such as on-the-fly optional conference passcodes
- End user initiation and control
- Account profile customization
- Touch-tone commands:
  - Waiting room
  - Conference lock and unlock
  - Participant and conference mute and unmute
  - Participant count
  - Roll call
  - Dial-out capabilities
  - Configurable entry options
  - Conference continuation
  - Quick start option
- N-line termination

### Internet Interface

- HTML application
- Real-time conference updates
- Full conference initiation and control via Internet
- Participant status and ANI
- Conference View
- Waiting Room
- Integrated Address Book
- In conference control

## Operational Features

- Preferred Media Server Group Routing
- No reservations
- No operator required
- Local or remote operators
- Audible and visual alerts
- Proactive monitoring
- Historical and real-time troubleshooting
- Easy-to-use Graphical User Interface
- Dial-out capability
- Mute and unmute capability
- Monitoring of telephony connections

## Administration Features

- Account setup using easy-to-use, customizable HTML interface
- Variable subscription sizes
- Span, card, and media server busy-out capability
- Private label functionality
- Simple Network Management Protocol (SNMP) support
- Single database for full system
- Operator statistics monitoring

## Design and Architecture

- Carrier-class Sun Microsystems™ servers
- Standard LAN/WAN utilizing TCP/IP
- Informix database
- Redundant internal switches
- Fault-tolerant cooling
- High-availability control system support
- Hot-swappable cards, fans, and n+1 redundant power supplies
- VxWorks real-time operating system on InnoVox media server
- Self-diagnostic checks in the InnoVox Media Server firmware
- Solaris™ OS on the application server

## Technical Specifications

### Application Server

- CACS Sun Microsystems server
- Sun Netra 440 Server

### Platform Specifications

#### Environment

- Operating Temperature: +0° to +40° C
- Storage Temperature: -40° to +85° C
- Relative Humidity: 5% to 90% noncondensing
- Operating Altitude: 0 to 10,000 ft. (0 to 3,048 m)
- Transit/Storage Altitude: 0 to 50,000 ft. (0 to 15,000 m)

#### Physical

- Height: 22.75 in (57.8 cm) or 13u
- Width: 19 in (48.3 cm) with mounting brackets 17.25 in (43.8 cm) without mounting brackets
- Depth: 18 in (45.7 cm)
- Front to rear mount: 15.5 in (39.4 cm)
- Mid to rear mount: 10 in (25.4 cm)
- Weight: 105 lbs (48 kg) fully loaded, approx.

## Network - T3

- Clocking: 44.736 Mbps ± 20 ppm
- Line Type: C bit Parity or M23
- Line Coding: Bipolar 3 Zero Substitution (B3ZS)
- Input/Output: Impedance 75 Ohms, nominal
- Embedded TI: Digital Format Extended Superframe (ESF), Encoding PCM, µLAW
- All T1s within a T3 can be loop timed

### Power – AC Input Model

- Input Voltage Range: 100 to 120 VAC
- Line Input Freq. Range: /Current 60 Hz /10 A
- Line Power Consumption: 1000W Max

### Power – Dual Redundant DC Input Model

- Input Voltage Range: -40 to -60 VDC Reverse Voltage Protected
- Line Input Current: 25 A each
- Line Power Consumption: 1000W max

### VoIP Interface

- Ethernet Interface InnoVox 4000: 1000Base-FX fiber
- Standard SIP Interface
- RTP over IP per RFC 3550
- Voice Encoding and Compression: G.711, PCM at 64 kbps (µLAW), standard frame sizes: 20ms
- Digit Delivery Format: In-band DTMF

### Agency Approvals

- US: UL, FCC Part 15, FCC Part 68
- Canada: cUL, ICES 003, CS 03
- International: CE Mark
- NEBS compliance for DC PSTN version

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