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Polycom CX5500 and CX5100 Unified Conference Stations

The new Polycom® CX5500 delivers enterprise grade video and audio collaboration capabilities in an easy-to-use system that can be plugged into a USB port on a laptop, and it also doubles as a SIP audio conference phone providing the industry's best audio quality. The Polycom® CX5100 provides the same HD panoramic USB video experience for customers who don't require standalone conference phone connectivity.

Polycom CX5500 unified conference station

The CX5500 and CX5100 additions to the Polycom's CX series of Lync-optimized solutions are successors to the Polycom® CX5000 HD Unified Conference Station. They retain the unique around-the-table, 360-degree, panoramic experience and deliver more than twice the HD video image quality, double the frame rate for life-like motion handling, and Polycom's HD Voice for the highest quality audio while adding a new interface and design and a lockable privacy cap. Active speaker resolution is 1080p/30fps when used with Lync 2013.

Q. When will the CX5500 and CX5100 be available?
A. We are now targeting availability of the CX5100 (USB only) for November 15th, 2013. We expect the CX5500 (USB and SIP Telephony) to begin shipping early in 1st quarter of 2014 (but possibly orderable in the December 2013th pricebook).

Q. What is the price of the CX5500 compared to the CX5100?
A. The product bulletins for CX5100 came out September 2013 and listed the CX5100 at a MSRP price of $5,999 (Discount category DC8). When the product bulletins come out for CX5500, they will list the CX5500 at an MSRP price of $6,499 (Discount category DC8).

Q. How do the CX5500 and CX5100 compare to the CX5000 HD model currently shipping?
A. The principal difference between the current CX5000 HD and the new CX5500 and CX5100 is performance. The new devices have significantly better audio and video performance than the current device. The standalone telephony functionality in the CX5500 replaces the current products analog-based telephony with Polycom's SIP-based telephony.

	CX5000 HD (2012)	New CX5500 and CX5100
Active Speaker Video	720p/15fps	1080p/30fps
Panoramic Video	1056 x 144	1920 x 288
Audio	150 Hz – 7.5 kHz	160Hz to 22kHz
Standalone Telephony	Analog (POTS)	Polycom SIP Telephony (CX5500 only)
USB	USB 2.0	USB 3.0
Privacy Cap	Removable	Attached
Cable Management	Captive; side-routed	Pluggable: side or downward routing
Extension Mics	Included	Optional

In addition, the new devices include additional improvements like a captive, software-integrated privacy cap and better cable management with replaceable cable that may be routed either over the edge of the table or down through a hole in the table under the center of the console.

Q. Are the CX5500 and CX5100 also compatible with Lync 2010?
A. The CX5500 and CX5100 are completely backwards compatible with all environments supported by the current CX5000. These include:
- Microsoft Lync 2010
- Microsoft Office Communicator 2007 (which does not support panoramic views)
- Microsoft Live Meeting 2007

Note that CX5500 and CX5100 performance may be limited by the capabilities of these environments, which are less than what Lync 2013 is capable of. To benefit from the full functionality and performance of the CX5500 and CX5100, they will need to be deployed in a Lync 2013 environment.

Q. How is it deployed in a room with monitors or other video systems
A. As USB peripheral devices, the CX5500 and CX5100 are easily deployed by plugging in power and making the USB connection to a PC or Lync room appliance. A PC's monitor (or Lync room appliance's monitor) will display the video from Lync calls. Two USB connection options are provided. For over-the-tabletop connection to a laptop, the Console provides a USB connector; for under-the-table connection to a hidden Lync room appliance or other PC, a USB connector on the Power Data Box may be used.

To use the CX5500 for standalone audio conference purposes, the Power Data Box must be connected to the IP network via an Ethernet port. For telephony support, a SIP PBX or system supported by Polycom must be present within the network, and the device must be registered to it. Alternatively, the system may be registered to the Lync Server as a telephone endpoint.

Q. What are the end user challenges that the CX5500 and CX5100 solve?
A. Usability issues have often been the "adoption roadblock" for older video collaboration room environments. With CX5100 and CX5500, learning a "remote control' is not an issue. It's as easy to use as plugging in the USB cable to your laptop and using the Lync client you are already familiar with. As a preferred UC device that Lync recognizes, when plugged in via USB, Lync will automatically load the drivers and configure the CX5100 or CX5500 as the camera and audio source without the user having to

adjust it in Lync settings. Once a video call is placed from Lync, there is no distraction of panning the camera with a remote control to locate the active speaker (there is no remote control that the user must learn). With sophisticated "active speaker detection" technology, the CX5500 or CX5100 will automatically present the active speaker in full 1080p shortly after he/she begins speaking. Participants can better focus on their meeting when they don't have to worry about the technology driving it.

Q. What are the IT department's challenges that the CX5500 and CX5100 solve?
A. Support and user adoption are challenges that are solved by the CX5100 and CX5500 design. They are easy to deploy as a plug-and-play USB peripheral—used like a sophisticated webcam that also supports HD audio. End users already familiar with Lync would require little to no training, consequently reducing support calls. With the CX5500's SIP telephony support, the need for a second, audio-only conference phone in the room is eliminated, simplifying and reducing the cost of deployment.

Q. Is any "certification" required for channel partners to sell them?
A. Not at this time (TBD). The CX5500 includes SIP telephony so the courses for VoIP certification are highly recommended. Please complete the on-demand training on CX5500/CX5100 (available for partners and internally).

Q. In which markets will the CX5500 and CX5100 be available?
A. We plan to release the product broadly in Polycom's major markets around the world. At launch, we expect the product to be available in the US, Canada, EU/EFTA countries, South Africa, Israel, major Asian markets including Australia, New Zealand, Japan, Singapore, Hong Kong, Malaysia, India, and Latin American markets including Mexico and Argentina. Additional countries will follow (China, Russia, UAE, Brazil and others) as homologation testing and translations are completed.

Q. Will the CX5000 HD be discontinued?
A. We expect there will be an End of Sale "Announcement" in some regions in October 2013. Actual end of sale of CX5000 HD units in 2014 may vary by region.

Q. Why is there a price increase over the CX5000 HD with the new CX5500 and CX5100?
A. There are significant video and audio performance improvements, increased processor speeds, and updated camera optics that deliver a noticeably sharper image quality. The new units are completely redesigned from the ground up.

Q. Are there any special requirements or limitations for the CX5500 or CX5100?
A. The CX5100 and CX5500 are capable of top quality audio and video performance. In practice, the ability of conference users to experience this quality will depend on a number of factors, including the power of the PC or room appliance to which it is attached, the specific Lync server version that is processing the end-to-end communications, the available bandwidth and the specific configuration settings within a deployment. A quad core laptop or PC, a USB 3.0 port, and connection to a Lync 2013 server are required to support 1080p HD resolution at 30 fps.

Q. What happens if the CX5100/CX5500 is connected to a USB 2.x port?
A. USB 2.0 is still supported, but will offer a 'reduced performance' experience (i.e. 720p with available bandwidth and other factors considered).

Q. What happens if the CX5100/CX5500 is connected to Lync 2010 server?
A. 720p/15fps is the maximum resolution supported on Lync 2010 for the active speaker and 1056x144 is the maximum size of the panoramic video view.

Q. What happens if the CX5100/CX5500 is connected to dual core processor laptop instead of a quad core laptop?
A. Video is supported, but will offer a 'reduced performance' experience (i.e. 720p with available bandwidth and other factors considered). Please note that with the improved camera optics in the CX5100/CX5500 still offers a noticeably better image in 720p than the CX5000 HD if you were to compare them side by side. Dual core laptop users should find the experience entirely acceptable.

Q. Can I use the CX5500 or CX5100 with Polycom's Lync Room System when it becomes available?
A. Yes. The Lync Room System will take full advantage of the CX5100 and CX5500 systems' capabilities and performance. We believe this will be a "preferred camera" for any Lync Room System because of active speaker detection enabling panning to a speaker using the whiteboard touchscreen.

Q. Can I use the CX5500 or CX5100 with the CX7000 Unified Collaboration System?
A. The CX7000 is based on a Lync 2010 client. While the current software on the CX7000 is not yet compatible with Lync 2013, Polycom intends to update the software to be compatible with Lync 2013 (2H2013). As such, the CX5100 or CX5500 can be deployed with the CX7000 today and customers can feel confident that it will work in their Lync 2013 environment down the road; however, it remain limited to the features and performance of the Lync 2010 client.

Q. Can I use the CX5500 or CX5100 with a Polycom Group Series or HDX?
A. No. The CX5500 and CX5100 (like the current CX5000) are USB-connected peripherals. Neither HDX nor RealPresence Group Series system can accommodate and properly process the USB input from these devices.

Q. Can I use the CX5500 or CX5100 with a Lync Room System from vendors other than Polycom?
A. Yes. Any qualified Lync Room System from a Microsoft partner can take full advantage of the CX5100 and CX5500 systems' capabilities and performance.

Q. Can I use the CX5500 or CX5100 with a communication environment other than a Microsoft Lync or related environment?
A. At this time, Polycom neither tests nor supports the use of any of the CX5xxx products with clients other than the Microsoft clients.

Q. Can I use the CX5500 or CX5100 with a Lync client on a Macintosh computer?
A. At this time, use of the CX5100 or CX5500 with a Lync client on a Macintosh computer is not supported. We anticipate that this combination will be supported in the future (TBD).

Q. Will the CX5500 or CX5100 be featured in the Polycom Executive Experience Centers?
A. We are planning to show the CX5500 in Microsoft solution demonstrations in selected EECs initially, either in December 2013 or March 2014 (TBD). Priority will be given to installing them in San Jose, New York, London, Paris, Singapore and Sydney. Additional EECs may follow later in 2014.

Q. Where can I find Sales Training on the CX5100 and CX5500?
A. CX5100 and CX5500 training (18 minutes) on Polycom University can be found at CX5100 & CX5500 Unified Conference Stations Launch Training CXUCSLTOS101

Q. Will the CX5000 HD I own support Lync 2013?
A. Absolutely. Again, the CX5000 HD is a USB peripheral, and consequently is only supplying audio and video to a client PC or room appliance running Lync 2013 or a prior supported client. The Lync 2013 client continues to fully support the current CX5000, CX5000 HD and Microsoft RoundTable devices. Overall performance in a Lync 2013 call or conference may be limited by the capabilities of these older devices —i.e. support up to 960x144 (20:3) for panoramic video and 720p 15fps video for speaker view.

Q. My partner has a lot of CX5000 HD's in inventory, can they return them?
A. Normal stock rotation guidelines apply to this product and therefore will vary by partner. Please have your partner reference their contract terms. Because of the price difference, there may still be some demand for the CX5000 HD as a lower priced "roundtable" option.

Q. How long is the support for the CX5000HD?
A. Polycom follows industry standard practices regarding the support of its discontinued (EOL) hardware products. Specifically, Polycom typically offers support for a given product for a period of five (5) years

after the Sales Discontinuation Date. Regardless of the End of Service Life date, Polycom will honor the terms of any applicable warranty and/or any previously sold maintenance agreements which were purchased prior to the End of Service Life Date.

Q. Will there be a trade-in/upgrade promotion available if my customer wants to upgrade the CX5000 HDs they currently own to a CX5100s or CX5500s?
A. There is no trade-in program planned at this time. We would suggest using the CX5000 in other conference room locations where no video collaboration capabilities currently exist when you purchase and install the newer CX5500s and CX5100s

Q. Where is the best place to ask a question about the CX5100 or CX5500?
A. Once the product ships, a good place to check for answers to questions (or ask a new one) is the support forum at http://community.polycom.com . Be sure to check Polycom support page for release notes and installation guides. Microsoft's technet site has information about video with Lync 2013.