Polycom® VSX™ 7000e

Frequently Asked Questions

What comes with the VSX 7000e?

The VSX 7000e ships with the VSX 7000e codec, Polycom PowerCam™, microphone array and remote control.

What options are available for the VSX 7000e?

At release, there will be several options. Some options will be combined with the base kit to provide the partners with a single SKU for ease of ordering. However, any option listed below can be purchased with the VSX 7000e. There are also packaged solutions of the VSX 7000e for easier ordering ability.

Quad BRI Module – This module is inserted into the back of the codec and provides connectivity for up to (4) BRI lines.

PRI Module – This module is inserted into the back of the codec and provides ISDN connectivity up to 2 Mbps bandwidth.

Serial Module – This module is inserted into the back of the codec and provides support for V.35, RS229 and RS530 connecting up to 2mbps. Need to order appropriate cable separately.

SoundStation VTX 1000® – Attaching a SoundStation VTX 1000 conference phone enables dialing directly from the phone pad, as well as utilizes the SoundStation VTX 1000 as the microphone, reducing clutter on the table. Hangup, redial and muting are also available from the SoundStation VTX 1000 interface. The SoundStation VTX 1000 has a 20 foot radius and is embedded with Polycom's StereoSurround™ capability.

People+Content™ IP – This is a software key that turns on People+Content IP. This key activates People+Content IP on the VSX 7000e. This allows you to show content in a video conference over an IP network connection! Download a simple Polycom application and convert your laptop/PC into a presentation device for video conferencing. Your Content choices are unlimited – present anything that is running on your PC and all participants during a video conference can see the material.

People+Content Package – Has 3 components, the Polycom ImageShare™ II table top connection device, the VGA encoder key which activates the direct VGA capability to connect a laptop/PC to the VSX 7000e for data sharing, and People+Content IP for wirelessly sharing data during a conference.

MP*Plus* Software License – When installed, this license allows the user to have up to a total of (4) sites connected during a single video conference.

Microphone Kit – Includes (1) microphone array and (1) 10 foot conference link cable.

Ceiling Microphone Array – A Polycom microphone array unobtrusively mounted on conference room ceiling, providing 360˚ coverage. Handles rooms up to 2100 square feet.

Peripheral Bundles – Cart and display solutions, including NTSC/PAL displays as well as LCD/plasma displays.

Why is the camera split from the base unit?

To provide more flexibility in configuring the system. Now, users may place the codec in a cart, or in a rack - whichever best suits their room needs.

What are the main differences between the VSX 7000s and VSX 7000e?

While both the VSX 7000s and VSX 7000e are mainstream products, there are some key differences that will benefit different vertical segments and different types of meeting environments. The differences are:

	VSX 7000s	VSX 7000e
Form Factor	Settop (all in one)	Split (codec + camera)
Subwoofer	Yes	No
POTS connection	No	Yes
RS-232 ports	1	2
Direct PC connections for data sharing	No	Yes

What cables are included with a base system and what are the lengths?

Following is a list of the basic cables included with each system.

Cables Provided with VSX 7000e

Cable Type	Length Provided
Conference Link to microphone	30 feet
Power Cable	10 feet
RS232 (8 pin DIN + DB9)	10 feet
(1) S-Video cable	25 feet
RJ45 Cat5 network cable	12 feet

POLYCOM®

What is the POTS connection for?

To connect a voice-only caller (cell phone or landline) to a videoconference. Simply connect a phone line to the VSX 7000e, and the caller can connect to the system by dialing that phone number. Or the VSX 7000e can call out to the POTS participant. May not be available in some countries.

What language translations are available with this product?

The graphical user interface, user documentation and remote control are available in the following language translations:

US English, UK English, Norwegian, French, German, Italian, Spanish, Portuguese, Japanese , Simplified Chinese, Traditional Chinese, Russian and Korean will be added in this release.

What are the warranty and software upgrade terms?

The Polycom VSX 7000e has a one year hardware warranty and the standard Polycom 90 day software warranty. In addition, we bundle with all VSX 7000 series models the following services:

• One year of software updates and upgrades- year begins at time of shipment
• One year of telephone support

Enhanced service packages are also available at time of purchase. At the end of one year, customers may renew, or upgrade their Service Package for continued service, support and upgrades. Or customers may purchase software upgrades only. To ensure timely notice of the availability of new software upgrades and updates, customers should register all systems under the "Product Registration" section at www.polycom.com. More information on Polycom Global Services Programs is available in the VSX 7000 Services Sales Guide.

How does Siren™ 14 audio sound compared to 7 kHz?

Siren 14 uses 14kHz of frequency for the audio, thus the audio is less fatiguing and words are clearer, more intelligible. This all adds up to a more natural verbal communications during a video call. A comparison audio clip is available on the Polycom web site and on our Channel Partner VSX 7000 promotional CD.

What is Polycom StereoSurround and what is the benefit to the end user?

Polycom StereoSurround is a unique technology that uses two audio channels to provide stereo sound in a videoconference. Both audio channels use Siren 14 audio, so with Polycom StereoSurround the customer gets the benefit of 2 channels of Siren 14 audio. In a conference with StereoSurround enabled, the sound comes from either the left or right speaker, depending on where the person talking is located. If they are walking from one side of the room to the other, the audio will switch from one speaker to the other. This gives a very life-like audio quality to the conference and makes it just like being in the same room with all the conference participants!

Note that StereoSurround can only be enabled if all sites participating in the conference have Polycom StereoSurround on their systems and enabled. StereoSurround ships with all VSX series

Can external speakers be used with the system?

Yes. Simply connect the line out connections on the back of the unit to external speakers.

How are the VSX 7000e microphone arrays different than the ViewStation® mic pods?

The VSX 7000e microphone arrays are optimized to use the SirenTM 14 audio algorithm by employing higher sampling rates than the ViewStation mic pods.

What is the significance of the soft pads on the bottom of the microphones?

The pads serve as shock absorbers that isolate the microphone from tabletop vibrations. This means that tapping pencils or fingers or soft impacts to the tabletop will not be heard through the microphone.

What cable lengths can be used with the microphones?

The basic unit ships with one microphone and a 30-foot conference link cable. An optional 50' cable is available for the first connection to the codec.

How many microphones can be connected at one time?

Up to (3) microphones can be connected at once. Additional microphone kits can be purchased that contain (1) microphone and (1) 10-foot conference link cable. An additional 30' cable is available for the connection between microphones.

What are the specifications of the Polycom PowerCam?

Presets	100 local / 17 far end
Image Sensor	1/4" Super HAD CCD
Tilt Range	±25˚
Pan Range	±100˚
Horizontal field of view	65˚
Total field of view	265˚
Horizontal resolution	470 HTVL
Zoom Range	12x
Illumination	3.5 lx (F1.8)
Auto white balance	Yes
Auto focusing	Yes

Does the system allow users to program presets for the camera?

Yes. The system can accept up to (100) user-defined preset positions for the local site and (17) user-defined preset positions for the far end camera.

What algorithms are used on the 7000e and when are they used?

The VSX 7000e (and all VSX products) can use the following video algorithms: H.263+, H.263++, Pro-Motion H.263. If both systems support all these algorithms, the VSX will chose the optimal algorithm for whatever data rate is being used. H.264 is the newest, and most optimal algorithm for data rates from 128Kbps - 768Kbps. Data rates above 768kbps will default to H.263 (used along with Pro-Motion™). H.261 will only be used if the system on the far side does not support H.263 or H.264.

What is Pro-Motion and what is the benefit to the end user?

Pro-Motion is a technology that Polycom VSX systems employ to improve the picture quality and resolution at data rates above 512Kbps. The Pro-Motion technology provides for double the line resolution of standard CIF video images; this yields an image with twice the line resolution of a normal image.

If you combine the answers to questionthe above two questions, you will see that Polycom delivers the best video quality available, no matter what the defaulted data rate is. At 768kbps and below, you will get the excellent video quality provided by H.264. At data rates higher than 768kbps, you will get the excellent video quality provided by Pro-Motion (using H.263).

Can the VSX 7000 remote work with the VSX 7000e?

Yes, all VSX products, and the V500, can use the same universal Polycom remote control.

Why is there a video PIP on every screen, even several layers from the main screen?

The PIP is present on every screen for security purposes so that the user always knows when a video call is connected. Also, the PIP will allow the user to navigate the interface while not loosing contact with the far site. This feature always ensures the call is still connected.

In a single monitor configuration, what happens to the PIP when I go into the menus?

The PIP becomes the far end video and the local camera view goes away.

Can the position of the PIP view be moved?

Yes. By pressing the PIP button on the remote control several times in succession, the PIP will move counterclockwise on the screen, from one corner to the next.

What grouping mechanisms are available from the directory?

Users can choose to display the directory listing by "All", "Local", or "Global".

Is there an easy way to find a particular entry in a very large directory?

Yes. By using the "Search" mechanism, the user can enter an alpha character (or string) by which to search. The search is conducted on the first few letters of each word in the directory entry, following the cell phone model. For example, a search for "Aus" will result in finds for "Polycom Austin", "Polycom Australia" and "Austin Conference Room." The system will then accumulate all of the findings into one window from which the user can make a selection.

Is the system capable of saving a multi-point entry?

Yes. In the directory, the user can choose to create a multi-point entry and add individual entries from the directory. A total of three endpoints can be configured in one multi-point entry.

POLYCOM®
www.polycom.com

Polycom Headquarters: 4750 Willow Road, Pleasanton, CA 94588 (T) 1.800.POLYCOM (765.9266) for North America only.
For North America, Latin America and Caribbean (T) +1.925.924.6000, (F) +1.925.924.6100

Polycom EMEA: 270 Bath Road, Slough, Berkshire SL1 4DX, (T) +44 (0)1753 723000, (F) +44 (0)1753 723010

Polycom Asia Pacific: Polycom Hong Kong Ltd., Rm 1101 MassMutual Tower, 38 Gloucester Road, Wanchai, Hong Kong, (T) +852.2861.3113, (F)+852.2866.8028