

► Frequently Asked Questions

Polycom® VVX™ 1500 Business Media Phone



Q: What is the VVX 1500?

A: The VVX 1500 is the first business media phone that combines advanced IP telephony featuring Polycom HD Voice and Polycom Productivity Suite, a personal video conferencing system, one-touch video and business applications into a seamless, life-like experience.

Q: What does VVX stand for?

A: The VVX stands for Voice-Video-eXperience. It is a new and innovative line of Business Media Phones that enable customers to work more efficiently and effectively than before by tying together voice and visual communications with critical business processes in a seamless, life-like experience.

Q: What are the key benefits of the VVX 1500?

A: Top benefits are:

- Simple And Fast (*one-touch*) Calls
- A Business-grade Experience
- Business Information At-a-glance
- One *Personalized* Device

Q: How much additional bandwidth does the video take over traditional voice?

A: Traditional voice takes a minimum of 64 kbps and adding the SIP video aspect takes a minimum of 384 kbps. The entire phone using SIP video can be expected to use up to 786 kbps of bandwidth plus network overhead which varies based network configuration and settings.

Q: Can you expand the video window to the full size of the display?

A: Yes, when in a point to point video call, you simply tap the screen and it will expand to a window to full screen. To return you tap again and the screen will minimize. When using the digital picture frame, the image will use the full display.

Q: Is local video call recording possible with the VVX 1500?

A: The VVX 1500 has a USB port that allows for local audio call recording. Currently the phone does not support local video call recording, however, certain call control platforms, such as BroadSoft BroadWorks,

have video voicemail support, which allows you to leave a video voicemail for playback.

Q: Can you remotely adjust the camera on the far end of a point to point SIP call?

A: No, the camera can only be adjusted by the user of the VVX. It was designed with multiple adjustable elements including camera tilt, base height, and screen angle so it can best suite the environment and user's preferences for personalized eye-to-eye visual communication.

Q: Does the VVX 1500 support electronic hook switch capabilities?

A: Yes, the VVX 1500 supports electronic hook switch capabilities with GN Netcom and Plantronics' brand headsets. For more information, [click here](#).

Q: What video codecs does the VVX 1500 support?

A: The VVX 1500 supports H.263, H. 263+ and H.264 video codecs.

Q: What is the resolution on the VVX 1500 touch screen?

A: The VVX 1500 has CIF (352x288) resolution that transmits and receives video up to 30 fps.

Q: When will demo kits be available for the channel?

A: Demo kits are in the build process and will be available late April, 2009. Please contact your theater sales rep for more information.

Q: What will a demo kit consist of?

A: It is a self contained demonstration kit that allows you to demo the VVX 1500's point to point voice and video calling capabilities without the need of the Internet. See the FAQ sheet posted on [SRC](#) and [PRC](#).



Q: Can I use the VVX 1500 on a SIP IP platform that is not on the list of Polycom VIP VVX certified partner platforms?

A: The phone is only supported for use on the approved platforms. We cannot guarantee interoperability or performance on any non-approved platforms.

Q: What standard is the PoE for VVX 1500?

A: The VVX 1500 ships PoE supports IEEE 802.3af Power Over Ethernet Class (Class 0) Standards.

Q: How do I order a VVX with a PSU?

A: The VVX 1500 ships PoE as a standard. If you would like to order a PSU it is considered an accessory and part number information can be found in the price list.

Q: What is Polycom HD Voice™?

A: Polycom HD Voice delivers much clearer, more vibrant and life-like conversations than the traditional phone technology. It combines wideband codecs with our patented Acoustic Clarity Technology into a complete, integrated design to maximize the audio performance of the VVX phone. You can learn more at www.polycom.com/hdvoice

Q: What types of applications can you run on the VVX 1500?

A: The VVX 1500 supports any XML based applications including:

- Applications for communications enabled business processes (CEBP)
- Personal productivity applications, such as the Polycom Productivity Suite
- Personalization applications

Q: What applications are available for the VVX 1500?

A: Out of the box, the VVX 1500 is bundled with three applications:

- Polycom Productivity Suite
- Polycom My Info Portal
- Digital Picture Frame which plays personalized pictures stored on the USB drive from the USB port.

The Polycom VVX 1500 features an open [API](#) and microbrowser that enable third-party applications

developers to integrate the VVX 1500 with business applications such as unified communications, customer relationship management (CRM), and appointment management systems.

In the future more applications will be available for the VVX 1500 from third-party developers.

Q: What is Polycom Productivity Suite?

A: The [Polycom Productivity Suite](#) includes three productivity-enhancing applications that help companies communicate and work more efficiently: Visual Conference Management, Corporate Directory Access, and Local Call Recording. The suite also features an application for IT managers and Service Providers: Voice Quality Monitoring, measuring the quality of a VoIP call in real time for faster problem resolution.

Q: What is Polycom My Info Portal?

A: Polycom My Info Portal is a Web service through which customers can select to receive content such as local weather reports and other personalized information on the screen when the phone is not in a voice or video call.

Q: Which call control platforms are supported?

A: A full list of call control platforms can be found in the [VoIP Interoperability Matrix](#) as of April 2009. We expect more call control platform support as time goes on.

Q: What is the warranty and software upgrade terms?

A: The VVX 1500 has a one year hardware warranty and the standard Polycom 90 day software warranty. This includes:

- 90 days of software updates and upgrades
- One year of return-to-factory hardware support

Enhanced service packages are also available at the time of purchase. Customers are encouraged to renew or upgrade their service package at the end of the warranty period, if not before. To ensure timely notice of the availability of new software updates and upgrades, customers should register all products through [Polycom's PRC](#).