

# Polycom® HDX™ 4000

## Frequently Asked Questions

### How is the Polycom HDX 4000 series positioned in the market?

For business and legal executives, educators, doctors, government officials and other professionals who demand the very best in visual communications, the HDX 4000 Executive Desktop is a powerful multimedia communications solution that brings the ultimate HD voice, HD video and HD content directly to their personal space.

### What are the main target markets for the HDX 4000?

- Enterprise – perfect for the executive desktop or for satellite offices as huddle systems.
- Doctors – communicate over video in HD to patients, hospital or other doctors right from their office
- Federal – ideal for judges who need to communicate to courtrooms or other facilities from their chambers

### What are the key benefits of the HDX 4000?

- Experience incredible graphics and video quality with super high resolution camera and display
- Enjoy voices and music in CD-quality sound with four high-fidelity speakers and subwoofer integrated into slim display
- Increase the effectiveness and value of every video meeting by including multimedia files, spreadsheets or presentations
- Gain efficiencies by using HDX 4000 as a computer monitor and HD video communications device
- Enjoy premium quality communications, even when your network cannot provide premium quality service

### What is the HD resolution of the HDX 4000?

The HD resolution is 720p or 1280 x 720 resolution at 30 fps at call speeds at 1024 Mbps and above.

### What video resolutions are supported under 1 Mbps?

128 kbps: 2CIF

256 kbps – 768 kbps: 4CIF

### How many models are available?

Two. HDX 4001 which offers 4CIF video resolution and the HDX 4002 which offers true High Definition at 720p resolutions

### What is the max call speed?

2 Mbps is standard / 4 Mbps optional

### Is there a built-in camera?

Yes, there is a built in HD electronic pan-tilt-zoom camera with a 65 degree total field of view

### Can the HDX 4000 be used as a computer display?

Yes, the HDX 4000 supports a PC or Mac.

### What PC resolutions are supported?

Resolutions up to 1680x1050 are supported.

### Are there built in speakers?

Yes, there are 4 built-in powerful speakers. Two speakers are downward firing to give the user an UltimateHD experience.

### How many displays are supported?

The single LCD display is the monitor which is supported

### Why are there two pieces to the HDX 4000?

The sleek LCD will be the only thing on the desktop with all of the cables running to the base box which is underneath the desk. Also, larger screen sizes are a definite

possibility in the future and the user will only have to upgrade the screen and not all pieces of their unit.

#### How many microphones are supported?

There are two strong microphones built into the bezel of the unit, but up to 3 additional HDX microphone arrays could be used

#### What bundled solutions are available for the HDX 4000?

##### **HDX 4001 XL & 4002 XL–**

Includes HDX 4000, People+Content, People+Content IP, People on Content

#### What options are available for the HDX 4000?

All of the following options can be added to a HDX 4000 Series system.

**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, RS-4499 and RS-530 connecting up to 2Mbps. It provides an RS-366 dialing interface. Need to order appropriate cable separately.

**MPPlus Software License** – When installed, this license allows the user to have up to (4) sites connected during a single video conference plus one audio site. Cascading and audio transcoding are also supported in this internal MCU.

**HDX People+Content** – This option allows users to connect their laptop to the video conferencing system during a call and present high-resolution graphics.

**People On Content** – This option allows users to become part of their presentations by using chroma key technology. All users stay more focused and engaged during presentation on a video call.

#### Does People+ Content (H.239) support High Definition?

The entire HDX Series uses H.239 dual stream People+Content. Both streams will be in HD when calls are made a 2Mbps+.

#### What is Basic Mode?

Basic mode is a setting that any can be made on any HDX that sets the system to the lowest common denominator, thus virtually ensuring interoperability with legacy systems or other vendors' video conferencing systems. Basic mode is H.261 for video and G.711 for audio. There is no data sharing in basic mode.

#### Is there flexibility in how participants can be viewed while in a multipoint call?

Yes. There are (4) settings to choose from in the user interface when using the internal multipoint capabilities. Note that, when paired with a Polycom RMX™ product, the layout options are numerous.

- Auto – Will automatically switch to a single presenter if that presenter speaks for (15) seconds or greater.
- Discussion mode – Displays up to (4) quadrants on a single screen, seen by both far and near-end participants.
- Presentation mode – Allows the presenter to see up to (4) participants on a single screen, while the participants see only the presenter.
- In Full Screen mode – The speaker is seen full screen by both far and near-end participants.

#### What type of audio integration is available with this product?

There are several ways to add an audio participant to a video call..

- POTS – The POTS port on the back of the HDX 4000 allows the user to directly connect an analog phone line into the back of the codec and use that connection to add an audio participant to the video call.
- Voice over ISDN – With a QBRI or PRI module installed, the HDX 4000 can take advantage of a single ISDN channel to make an audio call, adding that participant to the video call.

### What is Live Music Mode?

This feature, when enabled, transmits audio using a configuration that reproduces live music picked up by microphones more faithfully. For example, noise suppression and automatic gain control are disabled when this setting is enabled.

### Does this product support API commands?

Yes. The Integrator's Reference Manual for the HDX Series documents over 200 supported commands designed to enable flexibility and customization in integrated rooms. These commands are accepted either through a Telnet interface or via an IR interface with the new software.

### What are the warranty and software upgrade terms?

The HDX 4000 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 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 under the "Register Your Product" link at [www.polycom.com](http://www.polycom.com). More information on Polycom Global Services Programs is available in the HDX 4000 Sales Services Guide.