

# Polycom® VSX™ 8000

## Frequently Asked Questions

### What is the VSX 8000 and what applications is it targeted for?

The VSX 8000 is Polycom's performance and integrator system, targeted at custom designed rooms and applications, or large rooms that require multiple audio and video inputs and special microphones. The VSX 8000 is versatile, flexible and is powerful enough to fit the needs of any large custom room.

### What packaged solutions are available for the VSX 8000?

**VSX 8800 Presenter MP** – Includes VSX 8000, PowerCam™ Plus voice-tracking camera, ImageShare™ II, People+Content™ IP, 6-way MPPlus

**VSX 8400 Presenter Voice-Tracker** – Includes VSX 8000, PowerCam Plus voice-tracking camera, ImageShare II, People+Content IP

**VSX 8400 Presenter** – Includes VSX 8000, PowerCam camera, ImageShare II, People+Content IP

**VSX 8000** – Integrator's system including codec and remote control only - no camera

*Note: All VSX 8400 and VSX 8800 bundles can ship with the SoundStation VTX 1000® conference phone in place of the VSX microphone array.*

### What options are available for the VSX 8000?

All of the following options can be added to a VSX 8000 Series system.

**Polycom Vortex® Integrated Voice Solutions** – The VSX 8000 is available in bundled solutions with either the EF2241 or EF2280 for a seamless, integrated voice and video solution from Polycom.

**SoundStation VTX 1000** – Attaching a SoundStation VTX 1000 conference phone

enables dialing directly from the phone pad, as well as utilizes the VTX 1000 as the microphone, reducing clutter on the table. The VTX 1000 has a 20 foot radius and is embedded with Polycom StereoSurround™.

**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 (6) sites connected during a single video conference plus one audio site. Cascading and audio transcoding are also supported in this internal MCU.

**VSX People+Content** – This option includes an ImageShare™ II tabletop device designed to allow users to connect their laptop to the video conferencing system during a call and present high-resolution graphics.

**Stereo Speaker Kit** – Includes subwoofer, (2) high-grade auxiliary speakers (with speaker stands) that enable the maximum benefit of Polycom StereoSurround and delivers 270 watts of audio.

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

**PowerCam Plus** – Silent, motorized pan-tilt-zoom camera with imbedded microphones that will track to the speaker's voice or to presets.

**PowerCam** – Pan-tilt-zoom camera designed to be primary or auxiliary camera that can be programmed to go to presets using the remote control.

**Peripheral Bundles** – Polycom offers a wide range of packaged solutions with our endpoints. This includes the Polycom Media Cart, the Polycom Media Center (which can be purchased with or without built-in speakers), and Wall Mount solutions. Any of these offerings can be purchased with single or dual 32" LCD displays which have built-in speakers. Additionally, the Polycom Media Center can be purchased with single or dual 42" plasma displays (no built-in speakers).

For the VSX 8000, Executive Collection furniture is also available. Executive Collection bundle options include a single 50" plasma with stand, dual 50" plasmas with a stand, and a wall mount with dual 50" plasmas. Additionally, there is an Executive Collection credenza which can be purchased to place peripheral items.

#### Can I use the system with third party microphones?

Yes. The VSX 8000 supports (2) Phoenix-style audio input connectors for balanced, line level or direct microphone inputs with 24 V Phantom power.

#### Are the audio line levels designed to work with external audio components?

Yes. The nominal levels and dynamic range for line level inputs and outputs are designed to directly connect to the Vortex Installed Voice Products and any other third party audio components. With the line inputs configured to direct microphone inputs, the line levels are adjustable to fit the dynamic ranges of these microphones.

#### What cameras are supported with the VSX 8000?

Cameras supported on the VSX 8000 include:

- Polycom PowerCam
- Polycom PowerCam Plus
- Sony EVI-D30/EVI-D31
- Sony EVI-D70, native mode
- Sony EVI-D100/EVI-D100P
- Sony BRC-300

#### Is there an integrated IR receiver in the VSX 8000 codec?

Yes. There is an integrated IR receiver on the front panel of the VSX 8000. For applications or installations that require a remote receiver, the VSX 8000 has integrated support Xantech line of receivers. If you use the PowerCam camera series from Polycom, each has a built-in IR receiver.

#### Can I plug a VGA cable from a laptop directly into the VGA-in port on the VSX 8000 (not use the ImageShare II cable)?

Yes, the direct VGA input is active and can receive incoming content from a laptop when connected by a direct VGA cable. The VSX 8400 and VSX 8800 come with the ImageShare II, which includes a 25' video/audio cable with a tabletop plug-in solution, including the "blue button" start/stop control. However, integrators can integrate their own cables and terminate into an array of tabletop applications, but must take practical measures in ensuring the signal integrity of the VGA signals when driving longer cable runs.

#### What is People+Content IP?

This software license is installed on all VSX 8000 Series products and enables a presenter to introduce laptop content to a video conference using only an IP network connection. Content resolutions supported include VGA, SVGA and XGA. Each presenter laptop will use a PC utility to send the Content. This PC utility is available for unlimited download from the Polycom website. PC requirements include Windows® 2000 or Windows XP.

#### Can I use either a VGA or TV as my main display?

Yes. The VSX 7000s includes VGA monitor capability, giving users the choice of using either a VGA or TV as their main monitor. If

you want to connect two monitors, the 2<sup>nd</sup> monitor can be VGA, if the first is S-video/composite or both can be s-video/composite. Second monitor VGA is recommended if content sharing is used during conferences.

#### What is Basic Mode?

Basic mode is a setting that any can be made on any VSX 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. The setting is turned on or off via the Web interface, FTP and the on-screen user interface and is recommended only for VSX systems that are frequently in calls with legacy systems.

#### 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 MGC™ 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.

- SoundStation VTX 1000 – Polycom's wideband conference phone can be connected to the VSX 8000 via the Conference Link cable and can be used to add audio participants to a video call.
- POTS – The POTS port on the back of the VSX 8000 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 VSX 8000 can take advantage of a single ISDN channel to make an audio call, adding that participant to the video call.
- VoIP voice calls (H.323) – Voice over IP phones, such as Polycom's SoundStation® IP 3000 are supported.

#### What version of SNMP is being supported?

The VSX supports the SNMPv1 (Simple Network Management Protocol version 1) standard for network management and surveillance as defined in IETF RFC1157 (Request for Comments). VSX supports mib2 (Management Information Base) definitions as defined in RFC1213 which contains various system and status information. SNMP is the de facto standard in network management for IP-based units in a network. Additional SNMP functionality was added in VSX release 8.7 using SNMPv2c supporting RFCs 1901-1908.

#### Does this product support API commands?

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

#### When registered to a Cisco Call Manager and using SCCP protocol, what audio and video codecs are supported?

Audio codecs are G.711, G.722, G.728 and G.729; Video codecs are H.261 and H.263 up to 2Mbps and H.264 up to 768 Kbps.

#### Where can I find pin-outs for inputs and outputs?

The Integrator's Reference Manual for the VSX Series includes back panel drawings and specifications for all input and output connectors.

### Why is this an ideal product for integrators?

Polycom has worked with the integrator community for years, learning and understanding their requirements and building new solutions that best fit their needs. With the VSX 8000, Polycom has incorporated feature enhancements such as a compact, 1U form factor, professional grade Phoenix audio connectors, BNC Y/C connectors for main video input and output, a direct VGA-input for laptop content, an expanded API command set and the VSX product software code base, all based on direct input from our customers. All of these factors combined make the VSX 8000 an ideal integrator product.

### What type of integrator support does Polycom offer?

In addition to creating a strong integrator product, Polycom is backing this up with strong integrator support. Polycom offers complete product documentation for the VSX 8000, including a new Integrator's Reference Manual for the VSX Series which includes instructions on how to configure the RS-232 interface, an exhaustive list of all the supported commands and complete cable pin-outs. A special PASS Integrator Hotline has been established to support only integrators. Calls received on this hotline are given the highest priority into our service team of specialists trained specifically on integration issues and the Vortex and VSX 8000 products. Video engineers are specifically dedicated to support API programmers and continue developing API reference code. Quality assurance programs are in place to ensure API command integrity throughout product development and new software releases. All of these efforts have been put into place because Polycom understands the value of custom integrators and is committed to outstanding customer service.

### What is VSX™ Release 8.7?

VSX Release 8.7 is a combination of new features and enhancements for all V-series and VSX systems, including: monitor configuration changes, H.323/SIP switch, QoS enhancements, video overlay, gatekeeper enhancements, SNMP enhancements, video freeze, and Finnish language support

**For more information on the features included in VSX Release 8.7, see the VSX Release 8.7 FAQ.**

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

The Polycom VSX 8000 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 VSX 8000 Sales Services Guide.