

Polycom[®] VSX[™] 3000

Frequently Asked Questions

What is included with each Polycom VSX 3000 kit?

The base model, Polycom VSX 3000 IP, includes the following components:

- 17" LCD display with integrated video conference system; includes built-in microphones and speakers supporting Polycom StereoSurround[™]
- Polycom VSX remote control
- Installation document and documentation CD
- Power supply with country-specific power cord
- Ethernet cable
- VGA cable for PC monitor functionality

A Quad ISDN BRI model is also available, supporting up to 512 kbps. Four ISDN cables are included with this model.

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.

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.

What is needed to use the VSX 3000 as a PC display?

An added advantage of the Polycom VSX 3000 is its use as a PC SXGA display – saving valuable desk space. Simply connect the PC to the VGA input on the back of the Polycom VSX 3000.

The user simply toggles the input selection button located on the front of the Polycom VSX 3000 to toggle to the PC display mode. If a video call comes in while the Polycom VSX 3000 is in PC display mode, a call indicator will ring and the user can toggle the input selection button back to Video Conference mode.

What is the resolution of the Polycom VSX 3000 screen when used as a PC display?

The maximum resolution is SXGA (1280x1024).

How are the ISDN lines connected to the Polycom VSX 3000?

On the Quad BRI Polycom VSX 3000 ISDN BRI lines are connected directly to the rear panel of the unit.

The system must be purchased with ISDN capability – it cannot be added after market.

Does the VSX 3000 support Polycom StereoSurround?

The VSX3000 is fully equipped to support the Polycom StereoSurround feature. It has dual microphones and dual speakers, all the necessities needed to support this audio capability. External speakers may also be added for even more robust sound. Remember to enable this feature within the VSX setup menus.

Does the VSX 3000 support Polycom Pro-Motion™ H.263?

The VSX 3000 can transmit Pro-Motion H.263 on its second video input (with VCR, document camera, etc.) and can receive Pro-Motion H.263 from a far-end capable of transmitting Pro-Motion H.263.

Pro-Motion H.263 (aka 60 fields) is the transmission of interlaced video at 30 frames per second (as in NTSC and PAL standards). The main camera on the VSX 3000 produces a progressive scan image at 30 frames per second. Thus, the VSX 3000 will transmit Pro-Motion H.263 when the second video input is selected versus the main camera.

Can an external microphone be used?

The Polycom VSX 3000 has two built-in microphones, which provide ample coverage area for executive office and small conference rooms use. People up to 10ft (3m) away from the system can be heard perfectly. There is no need for external microphones.

Can external devices and peripherals be added to this system?

Additional peripherals can be added to the Polycom VSX 3000 to customize the usage of the system. These include the following:

- Headphone for privacy
- VCR or document camera through composite video (and audio) inputs
- Speakers for amplified sound volume

How is content sent from a Polycom VSX 3000?

A Polycom VSX 3000 can use the People+Content™ IP software option to send PC based data while in a video conference call. This options works both in a point to point or mulitpoint call. The VSX 3000 system will send up to XGA resolution data (the remote end must have an XGA display to show XGA native resolution content). The VSX 3000 can still receive content from other video conference systems without People+Content IP installed. Content can also be sent from a document camera or VCR attached to the VSX 3000. No matter what kind of content is being sent, remote participants will always see both the content and the speaker simultaneously.

What is People+Content IP?

This software option is available for all V-series and VSX products and enables a presenter to introduce computer generated content to a video conference using only an IP network connection. Content resolutions supported include CIF, VGA, SVGA, and XGA. Each presenter's computer needs the People+Content IP PC utility to send the Content. This PC utility is available for unlimited download from the Polycom website. PC requirements include Microsoft® Windows® 2000 or Windows XP OS. People+Content IP can be used to send content between the host system and remote systems using the People + Content or H.239.

Is Internal Multipoint available on the Polycom VSX 3000?

MPPlus internal multipoint is available as an option. The internal multipoint features are the same for the Polycom VSX 7000s, VSX 7000e and VSX 3000:

- Mixed protocol dialing connects up to 4 endpoints (IP/ISDN) through the internal MCU
- Dial-in/Dial-out Calling (IP/ISDN)
- Password protection for incoming calls
- Automatic IP/ISDN down speeding
- Voice caller through VOIP or an ISDN

- link
- Supports content sharing from any endpoint
 - Continuous presence or voice activated switching
 - Can cascade up to 10 video sites and 4 audio only calls
 - MP key installation is required

How is AES encryption provided?

AES encryption is shipped as a standard feature with each Polycom VSX 3000 and provides the following advantages:

AES completely encrypts both the audio and video and the content and adheres to the ITU standard H.235 V3 for encrypted calls over IP networks and to ITU standard H.233 for ISDN calls. The following features are included:

- AES software encryption on ISDN up to 512 kbps and 2MB over IP
- Standards-based H.235V3 (IP), H.233/H.234 (ISDN)
- Automatic key generation and exchange
- Supported in Point-to-Point IP and ISDN calls
- National Institute of Standards & Technology (NIST) approved

What algorithms are used on the VSX 3000 and when are they used?

The VSX 3000 (and all VSX products) can use the following video algorithms: H.263+, H.263++, Pro-Motion H.263 (receive-only). If both systems support all these algorithms, the VSX will choose 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. H.261 will only be used if the system on the far side does not support H.263 or H.264.

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.

What are the warranty and software upgrade terms?

The Polycom VSX 3000 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. More information on Polycom Global Services Programs is available in the VSX 3000 Sales Services Guide.