

## VTX1000 Tech Study Guide

1. What is the standard warranty for SoundStation VTX 1000?
  - a. 3 years
  - b. 1 year**
  - c. 5 years
  - d. 6 months
2. Which customer issues does SoundStation VTX 1000 solve?
  - a. When people move away from a microphone or speak softly, the people at the other end often complain and say, speak up.
  - b. All of these**
  - c. Misunderstandings arise from consonants like B & D, and S and F, sounding similar on ordinary narrowband conference phones.
  - d. Better room coverage so everyone can be heard.
3. The SharedCare Plus is a good incremental SoundStation VTX 1000 revenue opportunity for Polycom Channel Partners.
  - a. True**
  - b. False
4. What are the main differences between installing the VTX 1000 versus other analog SoundStation products?
  - a. User must configure phone before first call can be made
  - b. Addition of a subwoofer to deliver lower frequency response**
  - c. Installation requires Ethernet network access
5. Can I connect more than two external microphones to the SoundStation VTX 1000?
  - a. Yes, you can add two more EX microphones using "Y" cables
  - b. Yes, you can attach a third external microphone via AUX IN**
  - c. No, two external microphones is the limit
6. SoundStation console cables are compatible with SoundStation VTX 1000
  - a. False**
  - b. True
7. What is the benefit of setting the unit to long training instead of short?
  - a. A more robust modem connection and better wideband speech quality**
  - b. Less power consumption
8. How can ring tones be changed on my SoundStation VTX 1000?
  - a. Ring tones are stored in permanent memory and can never be changed
  - b. Different ring tones can be downloaded from the web
  - c. Ring tones can be recorded from the phone line
  - d. New ring tones may be provided by Polycom as part of future software updates**
9. Can the AGC (Automatic Gain Control) feature be disabled?
  - a. No, it is always on
  - b. Yes, it can be turned off permanently
  - c. Yes, but only for the duration of the active call to demonstrate the feature**
10. The SoundStation VTX 1000 can be configured to act as a server for software upgrades
  - a. False**
  - b. True
11. The SoundStation VTX 1000 subwoofer is only available as an add-on accessory and does not ship as standard equipment

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- a. True
  - b. False
12. How many parties can I conference on my SoundStation VTX 1000?
- a. Four
  - b. Three
  - c. Conferencing is done by your PBX or conference bridge, not by the SoundStation VTX 1000, so it depends on the capacity of that equipment
13. If two locations are connected on a call, SoundStation VTX 1000 VTX Wideband audio delivers 7kHz wideband audio provided that EACH end of the call has which type of conferencing equipment?
- a. SoundStation VTX 1000 at both ends of the call
  - b. A SoundStation VTX 1000 on one of the two ends of the call
14. What kind of noise is the Dynamic Noise Reduction feature not designed for?
- a. Side conversations
  - b. HVAC systems
  - c. Computer fan noise
  - d. Projector fan noise
15. SoundStation VTX 1000 features Dynamic Noise Reduction, which provides what benefits to the customer?
- a. Allows meeting participants at the other end to hear you better by reducing background noises like projector fans, PC fans, and ventilation systems
  - b. Reduces the amount of noise on your phone line
  - c. Reduces interruptions from rude people who have side conversations during meetings
16. Which of the following could cause a wideband call to drop to narrowband?
- a. Disconnecting the subwoofer while on a call
  - b. A noisy or lousy phone line or incoming call waiting
17. Because the SoundStation VTX 1000 subwoofer functions at 80-300 Hz, mostly below the frequency of narrowband telephone networks, it provides little benefit for ordinary narrow band conference calls
- a. True
  - b. False
18. SoundStation VTX 1000 software download feature allows users to download new software directly; to their phone by what method?
- a. The internet via Ethernet
  - b. Over ordinary analog phone lines
19. If the SoundStation VTX 1000 microphones do not appear to work while the unit is powered up, what is the 1<sup>st</sup> thing to check?
- a. Cycle the power on the unit
  - b. Disconnect any EX microphones from the unit
  - c. Determine if there is a new SW version available
  - d. Determine if the console microphones may have been turned off in the configuration menu
20. SoundStation VTX 1000 usually takes 10-12 seconds to test line quality then enter VTX Wideband mode, but if a customer has high quality phone lines, what options are available to the customer to decrease the time it takes to connect in VTX Wideband down to 4-6 seconds?
- a. Call Polycom to obtain a special version of software

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- b. **Configure SoundStation VTX 1000 for Short Training Time in the Administrative section of the set-up menu.**
21. SoundStation VTX 1000 external microphones are compatible with SoundStation Premier
- a. True
  - b. False**
22. SoundStation interface modules are compatible with SoundStation VTX 1000
- a. False**
  - b. True
23. What will happen if I use my SoundStation Interface Module with my SoundStation VTX 1000?
- a. It may cause the thermal fuse in the interface module to blow.**
  - b. The modem will not work because it requires a better telephone interface.
24. How do I change the Flash timing?
- a. By using the Menu Based configuration option on the phone**
  - b. The flash timing is fixed at the factory, depending on the country it is shipped to.
  - c. The switches are under the label on the back of the console.
  - d. Turn on power while holding down the "1" button
25. Which 2 features are unique to SoundStation VTX 1000 in Polycom's circuit switched voice product line?
- a. Caller ID and Gated Microphones
  - b. EX Microphones and Wideband Audio
  - c. Gated Microphones and Automatic Gain Control
  - d. Wideband Audio and Automatic Gain Control**
26. SoundStation VTX 1000 features bass and treble controls, just like high end stereo equipment.
- a. True**
  - b. False
27. SoundStation VTX 1000 features Automatic Gain Control that allows users to get up to \_\_\_\_\_ away from a microphone and still be heard clearly.
- a. 50 feet
  - b. 20 feet**
  - c. 40 feet
  - d. 9 feet
28. One benefit of VTX Wideband audio is that it reduces the probability of being misunderstood because of the similarities of consonants (B&D for example), which can be a problem when communicating on an ordinary narrowband call
- a. False
  - b. True**
29. Under which conditions will I not hear audio from the subwoofer?
- a. All of these scenarios**
  - b. The AUX OUT is not set for subwoofer in the AUDIO SETUP menu
  - c. The subwoofer volume is turned way down in the AUDIO SETUP menu
  - d. The subwoofer is not plugged in
30. What does the AUX Out jack allow you to connect?
- a. External audio sources
  - b. Subwoofer, External PA systems or audio recording devices**

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31. SoundStation VTX 1000 features maximum configurability through two RCA-style phone jacks that can be configured for a variety of audio inputs and output devices, in which way?
  - a. SoundStation VTX 1000's auto-sensing connector technology
  - b. By accessing SoundStation VTX 1000 configuration options in the menu**
  - c. Through SoundStation VTX 1000's embedded web page
32. Can the DNR (Dynamic Noise Reduction) feature be disabled?
  - a. Yes, it can be turned off permanently
  - b. No, it is always on
  - c. Yes, but only for the duration of the active call to demonstrate the feature**
33. What effect on voice quality do occasional data CRC errors cause to wideband calls?
  - a. Calls can drop to narrowband**
  - b. There are audio dropouts
  - c. None, DSP algorithms mask the missing voice
34. SoundStation VTX 1000 can connect to which type(s) of network jacks/connections?
  - a. Voice over IP and analog/circuit switched network connections
  - b. Any analog/circuit switched telephone network connection**
35. SoundStation VTX 1000 with EX microphones fully extended can cover an area up to 54 x 40 feet.
  - a. True**
  - b. False
36. If three SoundStation VTX 1000 units are connected together on a conference call, how many will be connected together in VTX Wideband mode?
  - a. 2
  - b. 1
  - c. none**
  - d. all three
37. What does the subwoofer do in wideband connections?
  - a. Adds important low frequencies, but is not required**
  - b. Makes the "training music" sound prettier
  - c. Adds important low frequencies, and is required for the unit to work
38. If one SoundStation VTX 1000 calls another, how does the user get a wideband connection?
  - a. The user pushes the "w" button on the keypad
  - b. The SoundStation VTX 1000's automatically connect in wideband mode if possible**
39. When should a short (modem) training time be considered?
  - a. When phone lines are good and there are no problems maintaining wideband calls**
  - b. If customers complain about having to wait for wideband calls to be established
  - c. For narrowband calls
40. What is the minimum data connect speed that will allow wideband calls?
  - a. 28,800 kbps
  - b. 9800 kbps
  - c. 12,000 kbps**
  - d. 19,200 kbps
41. If Group A is using a SoundStation VTX 1000 and Group B is using a regular SoundStation and both are connected on a conference call, who hears the benefits of the VTX 1000's Automatic Gain Control?
  - a. Group B**

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- b. Group A
  - c. Both Groups
42. Why does my SoundStation VTX 1000 run warm?
- a. This is normal due to the high performance processor.
  - b. The unit is defective and should be RMA'd
43. What kind of cable can I use between the Interface Module and the Console?
- a. CAT-5E
  - b. Any 8 conductor cable
  - c. Only a Polycom-manufactured SoundStation VTX 1000 console cable
44. You can see the software version of the SoundStation VTX 1000 by doing what?
- a. Accessing the Flash RAM via the diagnostic port on the bottom of the console
  - b. Software version is not user accessible
  - c. On the LCD, via the menu system
45. Though there are many auxiliary audio input options for SoundStation VTX 1000, the only available auxiliary audio output option is the SoundStation VTX 1000 subwoofer.
- a. False
  - b. True
46. There is sound from the subwoofer in a narrowband call.
- a. True
  - b. False