



Visual Concert™ FX Frequently Asked Questions

- (1) Why would someone want to use this product?
Answer: The product provides an easy way for a presenter to quickly integrate a laptop with graphics into a video call. There are no drivers to load, no setup required and only one cable to connect. The ability to project a presentation, new product designs, tentative advertising campaigns or technical drawings is made simple. No longer are presentations limited to PowerPoint slides. Unlike other alternatives, the product takes advantage of extremely high-resolution output devices (such as projection systems and monitors) and input devices (such as document cameras and hi-resolution laptops) for the best quality presentation. The audio input from the laptop also adds another dimension to multi-media presentations. PowerPoint presentations can be presented with voice-over or with an embedded AVI or MPEG file. Web sites with video clips can be presented, as can simple audio files.
- (2) Is Visual Concert FX Macintosh compatible?
Answer: Yes. The software is designed to accept graphics output from the Macintosh.
- (3) Is there a special cable or adapter required to connect a Macintosh?
Answer: No. The standard PC to Visual Concert FX cable with VGA/Audio/Ethernet will work with most Macintosh laptop and desktop systems.
- (4) Can I plug in my own VGA cable between the laptop and Visual Concert FX? What is the maximum length?
Answer: Yes, but you will lose the audio and Ethernet capability. A cable up to 25 ft. in length should carry the signal just fine. Polycom has not tested anything longer.
- (5) The custom cable between the Visual Concert FX and the ViewStation needs to be longer than 30 ft. What is the maximum length of this cable? Can the specs be provided to us to create our own cable?
Answer: At the release of the product, the custom cable between the Visual Concert FX and the ViewStation will be 30 ft. Polycom is currently testing and qualifying cables of varying lengths.
- (6) If the 30 ft. custom cable from the Visual Concert FX plugs into the mic pod connector on the back of the ViewStation, where do the mic pods plug in?
Answer: Directly to the Visual Concert FX. The product includes two 6 ft. mic pod cables that connect the ViewStation mic pods to the underside of the Visual Concert FX. These 6 ft. cables are custom and have different size connectors on both ends, so make sure that the correct end is plugged to the mic pods and to the underside of the Visual Concert FX. Note that if the environment dictates that the Visual Concert FX is mounted in a closet or under the table, the mic pods must still connect to the bottom of the unit.
- (7) If our room has custom microphones plugged into the auxiliary audio port on the back of the ViewStation, can I plug in the mic pod connector from the Visual Concert FX and get audio from both the laptop and the custom microphones?
Answer: Yes. The room audio will be carried through the custom microphones and the audio from the laptop will be carried through the laptop audio cable to Visual Concert FX, then to the ViewStation through the custom 30 ft. cable. In this scenario, it will not be necessary to plug in the ViewStation mic pods to the Visual Concert FX.

- (8) What happens to the audio from the mic pods when audio from the laptop is playing?
Answer: Audio is fed from both sources at the same time. So, if the laptop is playing a video clip with voice-over, the presenter will be able to speak over the video clip.
- (9) Where does the Visual Concert FX plug into the ViewStation?
Answer: There are three plugs at the end of the 30 ft. cable to the ViewStation.
- Power: This will connect to a cable with small power brick, then plug into a wall outlet. The North American part number (-001) includes only a North American power cable. The Outside North America part number (-101) includes five different power cables to accommodate most any other requirement outside the U.S.
 - Mic Pod: This will plug directly into the standard (brown) mic pod connection. This carries the data stream and audio from the laptop as well as the audio from the mic pods.
 - Ethernet: This will plug directly into the laptop (blue) Ethernet connection.
- (10) Will the Visual Concert FX work on all ViewStation models?
Answer: The Visual Concert FX is designed specifically for the ViewStation FX and VS4000 models. With these high end products, the end user will be able to send and receive live graphics at XGA (1024 x 768) resolution and frame rates up to 15 fps. The Visual Concert PC product is designed to work on the standard ViewStation product line (128, H.323, 512, MP).
- (11) What happens when a ViewStation FX with a Visual Concert FX calls a ViewStation 512?
Answer: When connected to a ViewStation 512, the Visual Concert FX will send live graphics at 4CIF resolution using the same video coding method used in Visual Concert PC. The ViewStation 512 will display dual stream graphics at 4CIF resolution. When a ViewStation 512 with a Visual Concert PC sends graphics to a ViewStation FX with a Visual Concert FX, the images will be sent at 4CIF resolution and will be displayed in dual stream mode. (All systems must be running a minimum of ViewStation 7.0 software or ViewStation FX 4.0 software.)
- (12) What happens when a ViewStation FX with a Visual Concert FX calls an iPower system?
Answer: When the presenter presses the “Play” button on the Visual Concert, the graphics from the laptop will replace the main video stream and display the graphics in full motion. When the presenter presses the “Stop” button on the Visual Concert, the video stream from the main camera will return. In future revisions of software for both the ViewStation and the iPower, there will be a common Dual Stream implementation between Visual Concert and ImageShare. This means that the two systems will interact seamlessly in a Dual Stream mode, displaying video and graphics data at the same time.
- (13) What happens when a ViewStation with Visual Concert FX calls a competitive system?
Answer: The information from the Visual Concert FX takes over as the main video stream. The images will be displayed in full motion, live graphics. Once the “STOP” button is pressed on the Visual Concert FX, the video stream will return.
- (14) Do you need a Visual Concert FX unit on both ends of a point-to-point call between two ViewStation FXs for the live graphics to work?
Answer: Assuming that both parties in the video call are running at least Release 4.0 software, both sides will view the call in dual stream mode. To maximize the capabilities of the equipment, a Visual Concert FX should be connected on both ends. Connecting a high-resolution projection device from the Visual Concert FX will provide the highest resolution and highest frame rate of any other display alternative.
- (15) Can the VGA out port on the back of the ViewStation FX or VS4000 be used to display graphics from the Visual Concert FX?
Answer: Yes. The customer can choose to display the graphics from the Visual Concert FX in one of three ways: *(Note: These selections are available from the ViewStation Admin Setup/Video/Camera/Monitors menu.)*

- a. In an NTSC/PAL single monitor configuration, the graphics would be full screen and the far end video would be viewed in the PIP. In an NTSC/PAL dual monitor configuration, the video from the far end would display full screen with a PIP of the near end on one monitor and the graphics would be appear full screen on the second monitor. This defeats the purpose of having a high-resolution solution for sending graphics information, however it will provide dual stream, live graphics. This is the least desirable of the three choices since it limits the resolution of the graphics to NTSC.
- b. Through the VGA out port on the FX/VS4000 to a VGA monitor or projector. The maximum true resolution for this output option is 1024 x 768. The disadvantage of doing this, however, is that the frame rate will slow down to approximately 40-50% of the throughput you would get from the Visual Concert FX VGA output. This is because it is relying on the processing power of the ViewStation in addition to its function of transmitting the video stream.
- c. Through the VGA out port on the Visual Concert FX to a VGA monitor or projector. This is optimal to take advantage of the on-board Equator processor in the Visual Concert FX. The frame rate will be maximized in this configuration. This is the most desirable configuration.

(16) Will the ViewStation FX show both Visual Concert FX live images with live video/audio when multicast streaming to browsers?

Answer: Output from the Visual Concert FX is not currently supported as part of the streaming output.

(17) Won't this hardware add to the clutter on the conference table?

Answer: Depending on the design of the conference room, the unit can be mounted under the table, under a podium or in the rack closet using the hardware provided. Remember, however, that the cable from the Visual Concert FX to the ViewStation is 30 ft. The design, look and feel of the product is such that it blends in with other Polycom products that may reside on the tabletop. For example, the exterior color will be similar to the ViewStation product and the physical size will be relative or small than most conference type speakerphones. Additionally, the mini-hub on the Visual Concert FX adds functionality to other participants in the room.

(18) If the Visual Concert FX is mounted under a podium, under the conference table, or in the rack mount closet, how does the presenter access the buttons on top of the unit?

Answer: There are three ways to toggle between the "STOP" and "PLAY" buttons on the Visual Concert FX.

- a. By pressing the buttons on top of the unit.
- b. By pressing the "Slides" button on the ViewStation remote control.
- c. By using API commands through an AMX or Crestron touch panel.

(19) Will the Visual Concert FX be controllable through an AMX or Crestron panel via RS-232?

Answer: Yes. The API commands for the Visual Concert FX are included in the Release 4.0 software.

(20) Will the live graphics display in real time?

Answer: Yes, for the most part. The frame rate displayed will depend greatly on the connection rate of the call, the resolution to be displayed and network activity. There may be slight delays depending on these external factors.

(21) At what frame rate will the live graphics be displayed?

Answer: Listed below are approximate performance numbers, based on a 768 kbps call.

640 x 480	15 fps
800 x 600	15 fps
1024 x 768	10 fps

(22) Isn't this product the same thing as a scan converter?

Answer: No, the output resolution from the Visual Concert FX is much greater than that of a scan converter. Scan converters typically convert VGA resolution to NTSC resolution. This product does not assume NTSC output resolution.

(23) What is the maximum supported resolution?

Answer: Input: SXGA - 1280 x 1024. Output: XGA - 1024 x 768.

(24) Will the Visual Concert FX work with a ViewStation FX connected via V.35?

Answer: Yes.

(25) Will the Visual Concert FX function through a multi-point call?

Answer: Yes. Graphics can be transmitted through multi-point calls placed through the internal MCU of the ViewStation in either H.320 or H.323 calls. With an Accord MGC with Release 3.01 or Release 4.0 software, Visual Concert FX and dual streams will function in H.320 or H.323 at the same 4CIF resolution as Visual Concert PC (704 x 576). Release 4.6 for the Accord MGC will support Visual Concert FX Dual Streams over H.320 and H.323 at 1024 x 768 resolution

(26) Will the Visual Concert FX function in a multi-point call with a RadVision bridge?

Answer: Yes, however it does not work with a RadVision BRI or PRI gateway. Dual stream mode in this configuration is not supported. Currently there is no industry standard for dual stream video. It will, however, send a CIF video stream that the bridge will transmit. As industry standards are adopted, Polycom will support MP in calls with other vendor's equipment.

(27) We have been using the Visual Concert PC to present the "New" Corporate Pitch. As you may know the new corporate pitch contains inserted video clips that uses Microsoft's media player. When we use the Visual Concert PC to present the new corporate pitch, the video from the inserted video clips does not come through. The video from the video clip appears on the PC but not on the monitor. Will the same thing happen with the Visual Concert FX?

Answer: No. The process by which the video is captured for display on the Visual Concert PC and the Visual Concert FX are different. Therefore, on the Visual Concert FX, a presenter will be able to show a presentation with embedded video clips with no problems. Frame rates on the video clips will vary, however, depending on connection speed, target resolution and complexity of the file.

(28) How much bandwidth is required for dual streams?

Answer: The bandwidth of any given call is split 50%. Half of the bandwidth is allocated to the video stream and half is allocated to the data stream from Visual Concert FX. This allocation of bandwidth will remain constant, regardless of the activity on either the video or data stream, until the data stream from the laptop is stopped.

(29) Is the bandwidth allocation for video and data user definable?

Answer: No. At this time, the allocation is fixed so as not to disrupt the video quality of the call.

(30) Will the Visual Concert FX work in a 60 fps call?

Answer: Yes, though the minimal line rate for 60fps is a 512 call independent of dual streams. With dual streams active, the line rate must be twice that, or 1024 kbps. If the line rate is less than 1024 kbps, the system will discontinue 60 fps and revert to 30 fps and start the dual stream.

(31) Are the Visual Concert FX Ethernet connections 10 MB or 100 MB Ethernet?

Answer: The Visual Concert FX has an embedded 10 MB Half-duplex hub.

(32) Can I use a 30 ft. mic pod cable to daisy chain the two mic pods into the Visual Concert FX?

Answer: Yes. The first mic pod must be connected to the Visual Concert FX using the custom 6 ft. mic pod that ships with the system. The second mic pod can then be daisy chained from the first mic pod using the 30 ft mic pod cable.

- (33) If I connect both mic pods into the Visual Concert FX directly, can I daisy chain additional mic pods off of those?
Answer: No. The maximum number of mic pods that can be connected to the Visual Concert FX is two. Acceptable configurations include using the supplied 6 ft. cables to connect two directly to the Visual Concert FX, or in the configuration stated in #32 (above).
- (34) If the ViewStation FX/VS4000 is experiencing line congestion, could it prioritize the audio/video data over that of the Visual Concert FX data?
Answer: Presently, the ViewStation FX/VS4000 will not prioritize the audio/video or the Visual Concert FX data. However, when Dynamic Bandwidth Allocation is enabled on the ViewStation FX/VS4000, the system is constantly monitoring the integrity of the data and reduces the bandwidth consumption when excessive packet loss is detected. This will impact both the audio/video and Visual Concert FX bandwidth, but will not prioritize one over the other.
- (35) When an LCD projector is attached to the Visual Concert FX, is there a way to display the laptop's output to the projector without sending it through the Visual Concert FX to participating sites during a call?
Answer: The Visual Concert FX does not provide the user the ability to distinguish between displaying the content locally without also displaying it to the far sites in a call. An alternative may be to deploy a VGA splitter and VGA A/B switch. This would be done by splitting the output of the laptop and feeding one output to the Visual Concert FX, then feeding the Visual Concert FX output to the "A" input on the A/B switch. The second feed from the splitter would be fed to the "B" port on the A/B switch. The switch could then toggle between the two, depending on the application.
- (36) Does the VGA-out port on the Visual Concert FX pass through data from the laptop, even if the "Stop" mode is enabled?
Answer: No. The "Stop" mode shuts down the pod. In "Stop" mode, a blue splash screen with the Visual Concert FX logo will be displayed on the output screen. Reactivate by pressing the "Play" button.
- (37) Can the Visual Concert FX be used to present data, even if there is no call engaged?
Answer: Yes, if the output device (projector or monitor) is connected to the VGA-out port on the Visual Concert FX. This is actually a fairly common application. The rules for displaying graphics data from the laptop are the same as described in #36 (above).
- (38) Can the Visual Concert FX be used to present data, even if there is no call engaged when the display device is connected to the VGA-out port on the back of the ViewStation FX/VS4000?
Answer: Yes. The rules for displaying graphics data from the laptop are the same as described in #36 (above).
- (39) Can snapshots or slides be presented on a VGA monitor connected to the Visual Concert FX when there is no call engaged?
Answer: No. Currently, when not in a call, snapshots and slides are displayed on the graphics monitor directly connected to the FX. This will change in Release 4.2 where snapshots and slides will be displayed on the VGA monitor connected to the Visual Concert FX when not in a call, just as it is when in a call.
- (40) What happens in a point-to-point call where both sites have a Visual Concert FX and one site presses the "Play" button during the other person's presentation?
Answer: The site that presses the "Play" button gains control of the data stream portion of the Dual Stream implementation. When one site presses the "Play" button, the Visual Concert FX unit(s) at the other site(s) on the call will default into "Stop" mode. There can only be one "presenter" at a time.
- (41) What is the price of the product?
Answer: The product retails for \$1,499 U.S.D.