

Polycom® V500™

Frequently Asked Questions

What is the Polycom V500?

The Polycom V500 is an affordable video calling system for small to medium enterprise customers who want to benefit from the power of video conferencing. Useful also for a remote office or teleworker, the V500 is small enough to fit in any environment, manageable for the first time video user, and still delivers a high quality video conference experience.

Who should consider a Polycom V500 for their office?

Prospects who have previously considered video conferencing as too complex and too expensive, such as the small to medium size enterprise and/or organization, business telecommuters who want to stay in touch with corporate headquarters and customers who feel face to face video calls are the best approach for high touch conferences.

What is packaged with the Polycom V500?

The compact, smart packaging of the Polycom V500 unit ships with an integrated camera and microphone and all of the required cables to connect the Polycom V500 to an IP and or an ISDN network (separate model) and a television display. The ISDN kit is supplied with an integrated single BRI network connection for 128Kbps, in addition to the integrated IP connection.

Can I use the V500 from my home?

As long as you have IP services of at least 128Kbps as an upload speed, you can successfully conference using a V500 from your home. Some enhancements such as Universal Plug n Play (UPnP) and Network Address Translation services will assist with call connectivity. As with any new network based application, please consult your service provider for additional information on setting up video calling systems.

What features are new in VSX Release 8.5?

	V500	*VSX 3000	VSX 5000	*VSX 6000	VSX 7000s	VSX 7000e	VSX 8000
H.460 NAT/Firewall	•	•	•	•	•	•	•
G.722.1 Annex C	•	•	•	•	•	•	•
Configurable MTU size	•	•	•	•	•	•	•
Hungarian / Polish Lang.	•	•	•	•	•	•	•
DBC-2 error concealment	•	•	•	•	•	•	•
Microsoft LCS integr.	•	•	•	•	•	•	•
Basic Mode in UI	•	•	•	•	•	•	•
FIPS 140-2 level 1**		•	•		•	•	•
Security Mode		•	•	•	•	•	•
Secure Web		•	•	•	•	•	•
Secure Telnet		•	•	•	•	•	•
Secure FTP		•	•	•	•	•	•
Multiple camera support					•	•	•

*Only the refreshed versions of the VSX 3000 and VSX 6000 receive FIPS 140-2 support, security mode, secure web, secure telnet and secure FTP. The VSX 6000 is available only in the EMEA and APAC regions.

**Currently all affected systems are on Pre-Validation List awaiting compliance.

For more information on the features included in VSX Release 8.5, see the VSX Release 8.5 FAQ.

What is the quality of audio and video a user can expect to experience with the Polycom V500?

The Polycom V500 offers excellent audio and video for an unprecedented price – about the cost of a laptop. Polycom V500 delivers high quality video with the latest technology including H.264 up to 768Kbps, which supports smooth, true 30 frames per second (fps) natural video even over lower bandwidth networks. The Polycom V500 also has the best audio quality available in the world, capturing full 14 kHz crystal clear audio which delivers CD-quality audio.

What other options are available for the Polycom V500?

In addition to the VSX remote option, V500 users can add People+Content™ IP software option to send and receive PC based content during a video conference call. The V500 can still receive content from other video conference systems without People+Content IP installed.

What is People+Content IP?

This software license is available for all V500 and VSX products and enables a presenter to introduce PC content to a video conference using only an IP network connection. Content resolutions supported include CIF, SIF, 4CIF, 4SIF, VGA, SVGA and XGA. Each presenter's computer 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 OS. People+Content IP supports Polycom People+Content and H.239 standard.

Do I need People+Content IP to receive content during a video call?

No- a V500 user can receive content in a conference call- up to 4CIF/4SIF resolution. To send content during a video call, a V500 user will need People+Content IP.

Can external devices and peripherals be added to this system?

Headphones can be added for private conversations. Stereo speakers can also be added and can be used for audio output instead of the speakers supplied with your television.

What advantages does the integrated microphone provide the Polycom V500 user?

The Polycom V500 integrated microphone is tuned to send 14kHz sound to other Polycom Siren™ 14 supported systems. The user can simply speak at normal volumes and sit naturally within their work area with the assurance that their audio will be heard throughout the conference call.

If a Polycom V500 caller conferences with a system that does not support 14kHz audio, then The Polycom V500 will automatically

negotiate to the highest common audio standard and the Polycom V500 user will still be able to sit naturally and comfortably within their work area – allowing the microphone and the video conference system technology to carry their voice to all callers.

Can Polycom StereoSurround™ be used with the Polycom V500?

StereoSurround has requires two hardware requirements for success- dual microphones and a set of stereo speakers- each of these elements are not supplied with the V500. Polycom StereoSurround is supported with the VSX 3000, VSX 5000, VSX 6000, VSX 7000s, VSX 7000e and the VSX 8000.

How is a multipoint call supported with the Polycom V500?

Since the Polycom V500 is a standard based system, it can participate within any multipoint call by dialing into an external multipoint bridge, such as the Polycom MGC™ bridge line or any internal bridge, such as the internal 4-way MCU offered on many of the Polycom VSX systems.

What algorithms are used on the V500 and when are they used?

The V500 (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 chose 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.

Can I use the V500 with a flat panel monitor?

Yes- the V500 has a flat panel accessory shelf that allows a V500 to easily and securely mount on a flat panel display.

I only have 1 TV monitor and it is connected to my TV cable service- can I still add the V500 to my monitor and switch between the two?

As long as the TV monitor supports multiple video sources, you can leverage your cable TV as a video conference display. Consult your TV's owner manual for information on

switching between different video signals.

What speakers are used with the Polycom V500 system?

The Polycom V500 supplies a dual line level output for use with the television display speakers or with other external speaker applications. A headphone output is also provided for more private conversations in shared or open workspaces.

How many people can use the V500 in an office?

The Polycom V500 integrated camera has a total horizontal field of view of up to 60° and has manual focus of up to 10 feet away. Given these parameters, we recommend 1-3 people can be viewed comfortably from a remote view.

How is privacy promoted with the Polycom V500?

The Polycom V500 has built in privacy functions that allow a secure use in an office. First, the built-in camera shutter can be manually switched as open or closed. Second, the V500 features a video mute that lights up red to reassure the user that they are not being seen or heard.

What is Audio Error Concealment?

Audio Error Concealment is a Quality of Service implementation for audio in video calls over IP or ISDN networks. In the presence of packet loss due to traffic or instability on the network, Audio Error Concealment will activate and work to reduce the loss of sound bits during the call. This will work in any of the supported audio standards, including G.711, G.728, G.729A, G.722, G.722.1 and Siren 14. This unique method of audio error concealment is a function of the V500 decode process (receiving side of the audio), meaning that it will correct corrupted audio from any endpoint, not just V500 to V500. The results are reproduced audio segments (that would have otherwise been dropped), allowing for a smoother, less distracting conversation during the video call.

What is Video Error Concealment?

Video Error Concealment is a Quality of Service implementation designed specifically

to manage video transmission during a video call over IP or ISDN networks and is a standard feature with the V500. In the presence of packet loss due to traffic or instability on the network, Video Error Concealment will activate and work to reduce the occurrence of video drop-out during the call. This algorithm will work in with the following video standards: H.261, H.263 and H.264. The results are less noticeable video blockiness and dropout during the call, lending to an improved video experience during adverse conditions.

What is AES?

Advanced Encryption Standard (AES) is a secure method in which both people and content are encrypted for transmission during a video call. This means that the information cannot be "tapped" or "overheard" by anyone outside the call and both the video and content of your call is secure. Polycom's implementation of AES is FIPS 197 compliant and conforms to the prescribed AES standards as set forth by the National Institute of Standards and Technology (NIST). The implementation is 128-bit AES encryption with a standards-based (1024-bit Diffie-Helman) key exchange.

How is AES encryption provided?

AES encryption is shipped as a standard feature with each Polycom V500 and provides the following advantages:

Completely encrypts both the audio and video and the received content. 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:

- Standards-based H.235V3 (IP)
- Standards-based H.233/H.234 (ISDN)
- Automatic key generation and exchange (128 bit key)
- National Institute of Standards & Technology (NIST) approved

What is Baseline Mode?

Baseline mode is a setting that any can be made on any VSX or V-series product that sets the system to the lowest common denominator, thus virtually ensuring

interoperability with legacy systems or other vendors' video conferencing systems. Baseline mode is H.261 for video and G.711 for audio. There is no data sharing in baseline 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 of the product?

The Polycom V500 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 V500 Sales Services Guide.