

# Polycom<sup>®</sup> VSX<sup>™</sup> 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<sup>™</sup>
- 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 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.

### Does the Polycom VSX 3000 have a subwoofer?

The built-in speakers on the Polycom VSX 3000 are designed for system use in executive offices and small conference rooms. For special applications, an audio output is also provided on the rear panel.

### 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 necessary to support this new audio capability. External speakers may also be added for even more robust sound. Remember to enable this feature within the VSX setup menus.

### 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 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 V500 and VSX products and enables a presenter to introduce laptop 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 laptop 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 supports Polycom People+Content and H.239 standard.

### What other new capabilities are available for the VSX 3000 User with VSX 8.0?

This newest version of software brings more exciting functionality to the VSX 3000. Now, when sharing data, VSX 3000 users can choose how much bandwidth they want to dedicate for Content; for conferences where the Content is critical, they can dedicated 90% of the bandwidth and for conferences where Content is simply supplementary, they can choose to dedicate only 10% of the bandwidth. The remaining bandwidth goes to showing the speaker. Additionally, via the web interface, the network administrator can set the VSX 3000 for "baseline mode", which transmits video and audio at H.261 and G.711 respectively; this virtually guarantees interoperability with legacy systems on the network. And lastly, users can now employ

H.264 video at data rates up to 768Kbps and enhancing the capability with Microsoft LCS and Nortel MCS. See the table below for a list of the new features available in version 8.0.

	V500	VSX 3000	VSX 5000	VSX 7000s	VSX 7000e	VSX 8000
H.264 up to 768Kbps	•	•	•	•	•	•
Baseline mode configuration	•	•	•	•	•	•
Adjustable bandwidth for content	•	•	•	•	•	•
Document camera and VCR/ DVD as content source		•	•	•	•	•
Transparent RS-232 port now over H.323			•	•	•	•
Single monitor XGA support			•	•	•	•
Pro-Motion™ H.264						•
6-site multipoint						•
H.264 in internal multipoint calls						•

### 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 8000, 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 an ISDN link
- Supports view of People+Content from any endpoint
- Continuous presence or voice activated switching
- Can cascade up to 10 video callers
- Supports IP telephones
- 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

### Do I need to add speakers to the VSX 3000 to support Polycom StereoSurround?

No, the integrated speakers in the VSX3000 are StereoSurround ready.

### 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. In addition, we bundle with all VSX system models the following services:

- One year of software updates and upgrades-year begins at time of shipment
- One year of telephone support

Enhanced service packages are also available at time of purchase. At the end of one year, customers may renew, or upgrade their Service Package for continued service, support and upgrades. Or customers may purchase software upgrades only. To ensure timely notice of the availability of new software upgrades and updates, customers should register all systems under the "Product Registration" section at [www.polycom.com](http://www.polycom.com). More information on Polycom Global Services Programs is available in the VSX 3000 Services Sales Guide.

### 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-MotionH.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.

### How does the user interface compare to other Polycom VSX systems?

It is the same. The user environment that is used on the Polycom V500, VSX 7000s, VSX 7000e, and VSX 8000 is the same for the VSX 3000. This includes the industry breakthrough features such as:

- User-friendly graphical interface
- Customizable home screen
- Customer logo as screen saver
- Customizable color themes (Seven to choose from)
- Home screen scrolling marquee
- Kiosk mode for custom applications
- User-selectable, industry-specific camera icons
- User-selectable ring tones for incoming calls
- Speed Dial List on home page
- Persistent Preview (Far-site PIP) on all screens
- Picture-in-Picture (PIP) (On/Off, Moveable)
- Dual-Monitor Emulation for displaying multiple images on a single monitor
- Numerical menu navigation (Similar to mobile phone)
- Recent Calls List (Last 99 inbound and outbound calls)
- Date and Time Server accessibility
- Alert Signal on home page

- Keypad audio dialing confirmation  
(Translated)
- Do Not Disturb (On/Off)
- Local, Global, Sample Sites directories
- Web interface

The Polycom VSX customizable user environment enables system interface settings to be tailored to each individual. The Polycom VSX 3000 user interface can be configured from simple to sophisticated, accommodating any level of user.