

Polycom® VSX™ 5000

Frequently Asked Questions

What comes standard with the VSX 5000?

The VSX 5000 ships with the all-in-one set-top unit, a Polycom VSX Microphone Array, a universal Polycom Remote Control and all the necessary cables needed to install the system.

What packaged solutions are available for the VSX 5000?

VSX 5400 Presenter VTX™ – Includes the VSX 5000, SoundStation VTX 1000, People+Content IP, Visual Concert VSX, universal remote

VSX 5400 Presenter – Includes the VSX 5000, microphone array, People+Content IP, Visual Concert VSX, universal remote

VSX 5000 VTX – Includes the VSX 5000, SoundStation VTX 1000, universal remote

VSX 5000 – Includes the VSX 5000, microphone array, universal remote

What cables are included with a base system and what are the lengths?

Following is a list of the basic cables included with each system.

Cables Provided with VSX 5000

Cable Type	Length Provided
Conference Link to microphone	30 feet
Power Cable	10 feet
S-Video and Three Prong RCA Cable	6 feet
(1) S-Video cable	25 feet
RJ45 Cat5 network cable	12 feet

What options are available for the VSX 5000?

At release, there will be several options. Options include:

ISDN Module – This module is inserted into the back of the codec and provides connectivity for up to 4 BRI lines.

SoundStation VTX 1000® – Attaching a SoundStation VTX 1000 conference phone enables dialing directly from the phone pad, as well as utilizes the SoundStation VTX 1000 as the microphone, reducing clutter on the table. Hangup, redial and muting are also available from the SoundStation VTX 1000 interface. The SoundStation VTX 1000 has a 20 foot radius and is embedded with Polycom's StereoSurround™ capability.

People+Content™ IP – A simple software key activates the People+Content IP application on the VSX 5000, allowing you to show content in a video conference over an IP network connection! Download a simple Polycom application and convert your laptop/PC into a presentation device for video conferencing. Your Content choices are unlimited – present anything that is running on your PC and all participants during a video conference can see the material.

VSX People+Content – This option includes both the People+Content IP software (see explanation below) and a Visual Concert™ VSX tabletop device designed to allow users to connect their laptop to the video conferencing system during a call and present high-resolution graphics.

Peripheral Bundles – Cart and display solutions, including NTSC/PAL displays as well as LCD/plasma displays.

Ceiling Microphone Array – A Polycom microphone array unobtrusively mounted on conference room ceiling, providing 360° coverage. Handles rooms up to 2100 square feet

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 Polycom StereoSurround and what is the benefit to the end user?

Polycom StereoSurround is a unique technology that uses two audio channels to provide stereo sound in a video conference. Both audio channels use Siren 14 audio, so with Polycom StereoSurround the customer gets the benefit of 2 channels of Siren 14 audio. With the VSX 5000, users enable StereoSurround in the on-screen interface and by attaching speakers to the system. In a conference with StereoSurround, the stereo sound comes from either the left or right speaker, depending on where the person talking is located. If they are walking from one side of the room to the other, the audio will switch from one speaker to the other. This gives a very life-like audio quality to the conference and makes it just like being in the same room with all the conference participants!

Note that StereoSurround can only be enabled

if all sites participating in the conference have Polycom StereoSurround on their systems and enabled. StereoSurround ships with all VSX series.

Can external speakers be used with the system?

Yes. Simply turn off the internal audio in the user interface, then connect the line out connections on the back of the unit to external speakers. The VSX 5000 must have speakers connected in order to activate Polycom StereoSurround.

What cable lengths can be used with the microphone array?

The basic unit ships with one microphone and a 30-foot conference link cable. An optional 50' cable is available for the first connection to the codec.

What is the significance of the soft pads on the bottom of the VSX microphone arrays?

The pads serve as shock absorbers that isolate the microphone from tabletop vibrations. This means that tapping pencils or fingers or soft impacts to the tabletop will not be heard through the microphone.

What are the benefits of an electronic Pan-Tilt-Zoom camera?

An electronic Pan/Tilt/Zoom camera provides greater reliability than one controlled mechanically because of less moving parts.

What are the specifications of the VSX 5000 camera?

Presets	99
Tilt Range	+/- 24 degrees
Pan Range	+/- 42.5 degrees
Total field of view	85 degrees
Zoom Range	2x
Focal Length	2.8 - 4.9mm
Auto white balance	yes

Does the system allow users to program presets for the camera?

Yes. The system can accept up to (100) user-defined preset positions for the local site and (17) user-defined preset positions for the far end camera.

What algorithms are used on the VSX 5000 and when are they used?

The VSX 5000 (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 meant by Single Monitor XGA support?

VSX 5000 supports single XGA monitor configurations. This means that People+Content can be viewed on a single monitor, either in Dual Monitor Emulation or PIP. The maximum resolution supported is 1024 x 768 at 60 Hz.

Note: In this configuration, use of a second monitor is disabled.

What is Baseline Mode?

Baseline 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. 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?

The Polycom VSX 5000 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 5000 Sales Services Guide.