

Polycom® VSX™ 6000

Frequently Asked Questions



What is the VSX 6000?

The VSX 6000 is the latest addition to Polycom's VSX video product line, offering outstanding audio and video quality in a set-top form factor. This new product is positioned as an entry level system, ideal for use in small conference rooms. The system includes an integrated PTZ camera, built-in IP network connectivity, integrated mid-range speaker, a single digital tabletop microphone and one language remote control. This entry level VSX product includes many of the software features you might expect to find in higher-end systems such as H.264 video, Siren™ 14 audio, AES, SIP support, audio and video error concealment, Web streaming and closed captioning.

What options are available on the VSX 6000?

- **Stereo Speaker Kit** – Includes subwoofer and (2) high-grade auxiliary speakers (with stands) that enable the maximum benefit of Polycom StereoSurround™.
- **People+Content™** – This includes a table-top pod (Visual Concert VSX) designed to allow users to connect their laptop to the video conferencing system during a call and present high-resolution graphics, live motion video and laptop audio simultaneously.
- **People+Content IP** – This software license enables a presenter to introduce laptop content to a video conference using only an IP network connection.
- **Flat Panel Shelf for VSX** – Versatile bracket for mounting the VSX 6000 to a flat panel display or to the wall. The kit comes with both mounting arms and can be set up for either environment.
- **Additional Display Adaptor Kit** – Includes an adapter cable that allows for an additional display to be configured, using either an S-Video, Composite or VGA connection.
- **SoundStation VTX 1000™/VSX Integration Kit** – This kit enables Polycom customers to join a SoundStation VTX 1000 to a VSX 6000 and use the conference phone as the microphone and use the keypad to dial voice and video calls.
- **Security Locking Cable** – This (6) foot, locking steel cable ensures security for your system. Lock the VSX 6000 unit to any stationary object in seconds.

How does the VSX 6000 compare to the VSX 7000?

The VSX 7000 has several more features than the VSX 6000. Refer to the chart below.

	VSX 6000	VSX 7000
IP capability	768 kbps	2 Mbps
ISDN capability	n/a	2 Mbps
Max # Microphones Supported	1	3
Integrated Mid-range Speaker	■	■
Integrated PTZ Camera	■	■
People+Content (Visual Concert™ VSX) Support	■	■
People+Content IP Support	■	■
VGA Out/S-Video Out	■	■
SoundStation VTX 1000 Support	■	■
Advanced Encryption Standard	■	■
SIP Support	■	■
API Support (Serial Port)	n/a	■
2nd PTZ Camera Support	n/a	■
MPPlus Option	n/a	■
Subwoofer	n/a	■
Pro-Motion™ Video	n/a	■

What type of customer would benefit from the VSX 6000?

The ideal environment for a VSX 6000 is one in which IP is the prevalent network topology and the need is for use in a small conference room with 3-5 people. Because there are no peripheral attachments to the base configuration (i.e. subwoofer or network interface modules), the system has a small footprint and can be installed in a limited space configuration. Installing the system to the wall using the flat panel shelf will prove to be an ever better space saver. The system is best suited for point-to-point calls or used in scheduled conferences using a Polycom MGC™ bridge product with Polycom Conference Suite™.



Connect. Any Way You Want.

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AES is included on this product, but what is it?

Advanced Encryption Standard (AES) is a standard feature on every VSX 6000 and provides a secure method by which both People and Content are encrypted for transmission during a video call.

This means that 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.

Will Siren 14 audio still work without the subwoofer?

Yes. Although there is not the added benefit of controlled bass, the audio quality delivered from the integrated mid-range speaker of the VSX 6000 is very desirable for a small room configuration.

What is meant by “Polycom StereoSurround™ ready”?

The VSX 6000 has built-in software to support patent pending Polycom StereoSurround. The only additional requirement is the installation of a Stereo Speaker Kit. Once the auxiliary speakers are attached, the user then selects the “Enable Polycom StereoSurround” in the user interface. Polycom StereoSurround will perform as designed with the use of the single, digital tabletop microphone that ships with the VSX 6000.

What is the difference between Siren 14 audio and Polycom StereoSurround audio?

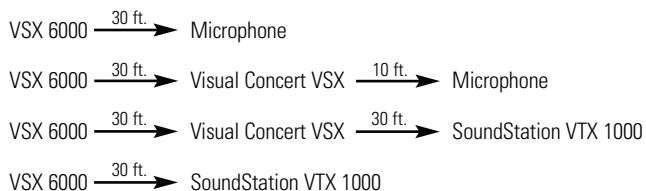
Polycom StereoSurround is the use of (2) channels of Siren 14 used in parallel in the same call. This means that voices from the opposite sides of the room in a video call will be heard as if they came from that side of the room, in stereo.

What happens when the VSX 6000 calls a system that does not support Siren 14 audio?

The VSX 6000 will automatically negotiate to the highest common audio standard. For example, if both systems support G.722.1 at 128 kbps, both systems will use that audio specification.

How many microphones can be connected at one time?

The VSX 6000 supports connecting a single VSX digital tabletop microphone. Following are variations of ConferenceLink connectivity with the VSX 6000.



What is Audio Error Concealment?

Audio Error Concealment is a Quality of Service implementation for audio in video calls over IP 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 VSX 6000 decode process (receiving side of the audio), meaning that it will correct corrupted audio from any endpoint, not just VSX to VSX. The results are reproduced audio segments (that would have otherwise been dropped), allowing for a smoother, less distracting conversation during the video call.

How do I activate Audio Error Concealment on my system?

Audio Error Concealment is embedded in the software of the VSX 6000 and requires no effort to activate. The algorithm automatically activates when necessary and turns off at the point where there is no packet loss on the network. All of this works transparently to the end user.

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 networks. 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 with the following video standards: H.264, H.263+, H.362++ and H.264.

What language translations are available with this product?

The graphical user interface, user documentation, VSX Web, audio keypad confirmation and remote controls are all available in Chinese (Simplified), Chinese (Traditional), English, French, German, Italian, Japanese, Korean, Norwegian, Portuguese, Russian and Spanish.

What are the warranty and software upgrade terms?

The Polycom VSX 6000 has a one year hardware warranty and the standard Polycom 90 day software warranty. In addition, we bundle with all VSX 6000 products the following services:

- One year of software updates and upgrades - year begins at the 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. Alternately, customers may choose to purchase software upgrades only. To ensure timely notice of the availability of new software upgrades and updates, customers should register all systems under the “Register Your Product” section at www.polycom.com.

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