

Polycom® SoundStation VTX 1000™ with VSX™7400 or VSX 8400 Integration

Frequently Asked Questions

Video conferencing is now as easy as making a phone call! With the integration of the revolutionary SoundStation VTX 1000, VSX 7400 and VSX 8400 users can replace their video system microphones with Polycom's award-winning SoundStation VTX 1000 conference phone.

This unmatched solution provides a familiar user interface to easily initiate video calls, allows users to speak naturally from up to 20 feet away from a microphone and still be heard clearly on the far end, and reduces cords and clutter to the conference table. Plus, the SoundStation VTX 1000 can still be used for voice-only conference calls. And, since the VSX series video conferencing systems and SoundStation VTX 1000 all support wideband audio, point-to-point video and voice calls automatically go into wideband mode providing crystal-clear voice quality. You'll think everybody is in the same room!

Voice and Video Calls using SoundStation VTX 1000 with VSX 7400 or VSX 8400

What type of indication is there on the video screen that a conference phone is connected and available?

If the user presses the "Help" button on the VSX series remote control, a pop-up box will appear with the additional words, "To place a telephone call, use the conference phone keypad." You can also see this in the "System status screen". A voice-only icon will be present on video.

What happens when I press the mute button on the conference phone while in a video call with an add-on voice-only participant?

The entire conference is muted. The mute icon would show up on the video system. The LEDs on the conference phone will turn RED.

What happens when I press the mute button on the conference phone while in a video call without an add-on voice-only participant?

The video call will be muted. The mute icon will appear on screen. The conference phone LEDs will turn RED.

When in a video call with voice-only add-in, what happens when I use the volume control on the conference phone?

The volume of the voice-only add-in participant becomes louder or softer in the video call. The display on the SoundStation VTX 1000 will show a volume bar which increases or decreases.

When in a video call with voice-only add-in, what happens when I use the volume control on the VSX series remote control?

The volume of video system becomes louder or softer. There is no effect on the voice-only participant. A volume bar will appear on the video system screen.

If I am in a video and voice-only call, where does the sound come from for the phone call participant?

The voice-only audio is mixed with the video system far-site audio. The sound will come from either the integrated sound system of the VSX 7000 or auxiliary speakers attached to the VSX 7400 or VSX 8400.

During a video call with voice-only add-on, if I press the VSX series remote control hang-up button, what happens?

A "Hang-up" screen appears on the video system. From this screen, the user may hang-up any site, including the telephone site or the user may add a video site to the conference.

During a video call with voice-only add-on, if I press the conference phone hang-up button, what happens?

Only the voice-only participant is disconnected. The video system would continue in the call without any indication that the remote side has been disconnected.

If I receive a video or a voice-only call, where does the ring come from?

The ring will be heard from the appropriate device.

If I am in a video and voice-only call, and I receive a new video call, how do I answer the call?

If the system is set to auto-answer, there is no action required. If the system is not set to auto-answer, the user will be prompted to choose "Yes" or "No" to answer the call on the VSX user interface.

Can the SoundStation VTX 1000 be configured with a Visual Concert™?

Yes. The SoundStation VTX 1000 will connect directly to the Visual Concert in place of the Mic Pod. The cable to connect to the Visual Concert is provided as part of the VSX/VTX integration kit.

Can the SoundStation VTX 1000 with the VSX 7400 and VSX 8400 be upgraded to systems already installed at user sites?

Yes. An upgrade kit including necessary cables and installation instructions will be available for integrating existing VSX 7000 and SoundStation VTX 1000 products. The VSX 7000 must have at least version 7.0 and the SoundStation VTX 1000 must have at least revision 1.4 (Available in August 2004).



Voice-Only Calls using SoundStation VTX 1000 (unit is connected to the VSX system)

Can I dial a voice only call from the VSX series remote control?

Voice-only calls are dialed using the SoundStation VTX 1000 keypad.

Can I dial a voice-only call from the directory on the VSX video conferencing system?

Yes. Depending on the installed configuration, voice-only calls can be dialed from the VSX video user interface for a POTS call, an ISDN call or a VoIP call. If, however, the user wants to dial a voice-only call on the SoundStation VTX 1000, the phone call must be placed from the conference phone keypad.

Can I use the conference phone if the video system is turned off?

Yes, the SoundStation VTX 1000 power source is independent of the video system.

What happens when I press the mute button on the conference phone while in a voice-only call?

The voice-only call is muted. The conference phone LEDs will turn RED. The word "MUTE" will also appear on the display of the SoundStation VTX 1000. If the video system is on "Near", the mute icon will be displayed.

If I am in a voice-only call, what happens if I adjust the volume on the SoundStation VTX 1000?

The volume will adjust up and down. A volume bar will appear on the display screen of the conference phone.

If I am in a voice-only call, what happens if I adjust the volume on the VSX series remote control?

The volume on the SoundStation VTX 1000 is not adjusted. The volume will be adjusted on the video system only.

If I am in a voice-only call, where does the sound come from for the phone call participant?

The sound will come from the conference phone. Outside of a video call, SoundStation VTX 1000 will work exactly the same way it does as a stand-alone.

If I am in a voice-only call, what happens if I press hang-up on the VSX series remote control?

Nothing will happen on the conference phone. However, the video system will go to the "Place a Call" screen, or if you are already on the "Place a Call" screen, it will place the video call.

When I receive a voice-only call, where does the ring come from?

The ring tone will come from the SoundStation VTX 1000.

When I receive a voice-only call and the VSX video conferencing system is "asleep", what happens on the video system?

Nothing happens on the video system when you receive a voice only call.

How do I answer a voice-only call?

Press the "Call" button to answer the phone.

Video Only Calls using VSX 7400 or VSX 8400

Can I dial a video call from the SoundStation VTX 1000 conference phone?

Yes. Simply enter the ISDN or IP number to call, using the "*" key for "dots" in the IP address. Once the two endpoints are synchronized, a function will appear on the SoundStation VTX 1000 interface, prompting the user to "add video".

Can I dial a video call using the SoundStation VTX 1000 conference phone directory?

The conference phone directory is used to dial only voice calls.

If I am in a video call only, can I mute the call with the VSX series remote control?

Yes, you can mute the call with the VSX series remote control. On the video system, a mute icon will appear on screen. On the conference phone, red lights will indicate that the call is muted and the word "MUTE" will appear on the display.

Connect. Any Way You Want.

What happens if I am not in a call, but I am muted?

On the video system, a mute icon will appear on the near video screen. On the conference phone, red lights will indicate that the call is muted. The word "MUTE" appears on the display.

If I am in a video call only, what happens if I adjust the volume on the SoundStation VTX 1000?

The volume is not adjusted on the video system. The ring volume will be adjusted on the conference phone, and the far site will hear the ringing as you adjust the volume.

If I am in a video call only, what happens if I adjust the volume on the VSX series remote control?

The volume of the far side voice-only will adjust up and down. The volume slider bar will appear on the video screen as you are changing the volume.

If I am in a video call only, where does the sound come from?

The sound will come from either the integrated sound system of the VSX 7000 or auxiliary speakers attached to the VSX 7400 or VSX 8400.

If I am in a video call only, what happens if I press the on/off hook button on the conference phone?

Nothing happens to the video system. You will hear a dial-tone from the conference phone as it goes on-hook since it is not part of the video-only call. The far site will also hear the dial-tone.

When receiving a video only call, where does the ring come from?

The ring tone will come from either the integrated sound system of the VSX 7000 or auxiliary speakers attached to the VSX 7400 or VSX 8400.

When receiving a video only call, how do I answer the call?

If the system is set to auto-answer, there is no action required. If the system is not set to auto-answer, the user will be prompted to choose "Yes" or "No" to answer the call on the VSX user interface.

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