

# Polycom V500

## Frequently Asked Questions



### What is the Polycom V500?

The Polycom V500 is a brand new category of product. It is a simple and affordable video calling device for the small business, remote office and teleworker who wants to talk face-to-face. The V500 is simple enough for the new-to-video user, small enough to fit in any small environment and yet delivers the quality of audio and video that is required for business communications.

### 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 and feel face to face video calls are the best approach for high touch conferences.

### 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 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 is packaged with the Polycom V500?

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

### What other options are available for the Polycom V500?

An upgrade to a Polycom VSX™ 7000/3000 remote

### What Language translations are available with the Polycom V500?

The user interface, user documentation, Web Interface, audio keypad confirmation, remote control are available in the following language translations: Chinese (Simplified, Chinese Traditional, English, French, German, Italian, Japanese, Korean, Norwegian, Portuguese, Spanish.

### What are the warranty and software upgrade terms of the product?

The Polycom V500 includes a one year hardware warranty and 90 day software warranty. For the first year, software upgrades and software updates are included at no additional charge. Higher level 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.

### What speakers are used with the Polycom V500 system?

The V500 uses the built in speakers that come with standard television displays. A headphone can also be used for more private conversations in shared or open workspaces. Stereo line level out is also available with the V500 if a set of external speakers is required.

### 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 allows a secure use in an office. The V500 has a built in camera shutter that can be manually switched as open or closed and a video mute that lights up red to reassure a user that they are not being seen or heard, even if the television monitor is turned off and the system is set to auto-answer.

### 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/Serial)
- Automatic key generation and exchange
- National Institute of Standards & Technology (NIST) approved



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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 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.

## What is the user interface experience for the Polycom V500?

The Polycom V500 User interface draws from the rich environment provided with the Polycom VSX 7000 and 3000 models. Each system is equipped to manage call activities such as those that you might find on your mobile cellular phone such as:

- Local and Global directories
- Recent call logs
- Speed dialing

Each Polycom V500 environment can be personalized to meet unique conference needs with its tailor able user menus.

## Does the Polycom Office™ Suite support the Polycom V500?

Just like its larger conference room counterpart, the Polycom V500 is fully supported within the Polycom Office.

## 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 MGCT™ bridge line or can be dialed (or dial into) any internal multipoint option such as those offered on the Polycom VSX, ViewStation®, or iPower™ product lines.



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