What is the Polycom VVX 500 solution?

The Polycom® VVX® 500 performance media phone is a solution that combines advanced IP telephony featuring Polycom HD Voice technology, Polycom Productivity Suite, and business applications into a seamless, life-like experience.

What are the key benefits of the VVX 500?

The Polycom VVX 500 performance business media phone: • Improves knowledge-worker productivity

• Reduces training time through superior calling features in a simple-to-use phone with a sleek design

• Reduces telephony administration and maintenance costs • Leverages previous IT infrastructure investments

• Is simple to deploy and easy to administer, upgrade, and maintain

• Delivers easy integration with third-party UC and productivity applications

Is local video call recording possible with the Polycom VVX 500 solution?

The VVX 500 phone has a USB port that allows for local audio call recording.

Does the Polycom VVX 500 phone support electronic hook switch capable of USB headsets?

Yes, the Polycom VVX 500 phone supports electronic hook switch capabilities with certain GN Netcom/Jabra, Logitech, Plantronics, and Sennheiser brand headsets. For more information, a technical bulletin is available on the Support site.

What is the resolution on the VVX 500 touch screen?

The VVX 500 touch screen has 3.5-inch TFT (320 x 240 pixels).

What is a demo kit and what does it consist of?

It is a self contained demonstration kit that allows you to demo the VVX 500 phone's point-to-point Polycom HD Voice™ technology calling capabilities without the need of the Internet. Please contact your theater sales representative for more information.

Can I use the VVX 500 phone on a SIP IP platform that is not on the list of Polycom VIP VVX certified partner platforms?

The VVX 500 phone is only supported for use on the approved platforms. We cannot guarantee interoperability or performance on any non-approved platforms.

What standard is the PoE for Polycom VVX 500 phone?

The VVX 500 phone ships with PoE support for IEEE 802.3af Power Over Ethernet (Class 4) Standards. 2 x Ethernet 10/100/1000.

How do I order a VVX with a Power Supply Unit?

The VVX 500 phone ships PoE as a standard. If you would like to order a PSU, it is considered an accessory and part number information can be found in the price list.

What is Polycom HD Voice™ technology?

Polycom HD Voice technology delivers much clearer, more vibrant and life-like conversations than traditional phone technology. It combines wideband codecs with our patented Polycom Acoustic Clarity™ technology into a complete,

integrated design to maximize the audio performance of the VVX phone. Visit www.polycom.com/hdvoice to learn more.

What types of applications can you run on the VVX 500 phone?

The VVX 500 phone supports any XML-based applications including:

• Applications for communications enabled business processes (CEBP)

• Personal productivity applications, such as the Productivity Suite with Polycom Desktop Connector, Outlook Calendar Integration

• Visual conference management

• HTML5 support

• Personalization applications

Please contact your theater sale representative for more information.

What applications are available for the VVX 500 solution?

Out of the box, the VVX 500 solution is bundled with several applications:

1. Polycom Productivity Suite: Polycom Desktop Connector and Outlook calendar integration
2. Polycom My Info Portal
3. Digital Picture Frame which plays personalized pictures stored on a USB stick from its USB port

Polycom VVX 500 phone features an open API and microbrowser that enable third-party application developers to integrate the VVX 500 solution with business applications such as unified communications (UC), customer relationship management (CRM), and appointment management systems.

In the future more applications will be available for the Polycom VVX 500 phone from third-party developers.

What is Polycom Productivity Suite?

The Polycom Productivity Suite includes three productivity-enhancing applications that help companies communicate and work more efficiently: Visual Conference Management,

Corporate Directory Access, Local Call Recording, Polycom Desktop Connector and Outlook calendar Integration. The suite also features an application for IT managers and Service Providers: Voice Quality Monitoring which measures the quality of a VoIP call in real time for faster problem resolution.

What is Polycom My Info Portal?

Polycom My Info Portal is a Web service through which customers can select to receive content such as local weather reports and other personalized information on the screen when the phone is not in a voice or video call.

Which call control platforms are supported? A full list of call control platforms can be found in the VoIP Interoperability Matrix. We expect more call control platform support to be added as time goes on.

What is the warranty and software upgrade terms?

The VVX 500 phone has a one-year hardware warranty and one year of return-to-factory hardware support.

Enhanced service packages are also available at the 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 through the Polycom Partner Resource Center.

Does the VVX 500 phone support video conferencing?

Yes, the Polycom VVX 500 solution will support video conferencing: post FCS. It will be an optional Polycom branded USB camera accessory that will connect to the phone to enable video.

Does the VVX 500 phone support media playback?

Yes, the VVX 500 supports HTML5 video elements.

Polycom