

Polycom® SoundStation VTX 1000™ Integration with VSX Video Conferencing Systems

Frequently Asked Questions

Voice and Video Calls using SoundStation VTX 1000 with VSX systems

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/VSX 7000s or auxiliary speakers attached to a VSX system.

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.

How do I end a voice and/or video call that has been initiated through the SoundStation VTX 1000?

If it is a voice-only call, simply press the ON/OFF button on the phone. The voice participant only will be disconnected.

You have 2 options to end a video call that has been initiated through the SoundStation VTX 1000*

1. Press the END VID softkey on the SoundStation VTX 1000
 - a. If you are on a point-to-point call, the call will end
 - b. If you are on a multi-point call, the VSX Hang Up screen will appear on the monitor.
 - Use the Up, Down, and SELECT keys on the SoundStation VTX 1000 to select which site to disconnect or choose Hang Up All to end the call for all sites
2. Using the VSX remote control, press Call Hang Up. The VSX Hang Up screen will appear on the monitor. Use the VSX remote to select which site to disconnect or choose Hang Up All to end the call for all sites.

**For this feature, you must have VSX 7.5 or later and SoundStation VTX 1000 1.5 or later.*

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™ VSX?

Yes. The SoundStation VTX 1000 and the Visual Concert VSX can be connected in-line from the VSX using ConferenceLink cabling.

Can installed SoundStation VTX 1000 and VSX 7000 and VSX 8000 systems be integrated?

Yes. An upgrade kit including necessary cables and installation instructions is available for integrating existing VSX systems and SoundStation VTX 1000 products. The VSX video systems must have at least Release 7.0 and the SoundStation VTX 1000 must have at least revision 1.4.



Will an integrated VSX/VTX solution support Polycom StereoSurround™?

Yes. With the installation of VSX release 7.5 and the auxiliary speaker kit, the SoundStation VTX 1000 can be used as a single microphone source for Stereo Surround. The SoundStation VTX 1000 will pick up voices in the room and deliver directional left and right audio during the call.

Does the "Redial" softkey on the SoundStation VTX 1000 redial video calls?

Yes, the "Redial" key will redial the last call made from the SoundStation VTX 1000 whether it was a voice or video call.

When connected to a VSX system, does the SoundStation VTX 1000 support 14 kHz wideband audio?

Yes. SoundStation VTX 1000 operates as a 14kHz peripheral when connected to the any VSX system via the ConferenceLink cable. In SoundStation VTX 1000 standalone mode, audio bandwidth is 3kHz (during normal narrowband analog calls) or 7kHz (in VTX Wideband analog connections over POTS).

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

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 (VSX 8000 or VSX 7000e), 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 to the SoundStation VTX 1000 if I adjust the volume with the VSX series remote control?

The SoundStation VTX 1000 will not be affected. 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 conference phone.

If I am in a voice-only call, what happens to the SoundStation VTX 1000 when I press hang-up on the VSX series remote control?

Pressing "Call Hang Up" on the VSX remote will not have an effect on the conference phone.

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

The VSX system does not respond to an incoming voice-only call on the SoundStation VTX 1000.

How do I answer a voice-only call?

Press the "Call" button to answer the SoundStation VTX 1000.

Video Only Calls using VSX group systems

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 voice-only 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.

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

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/VSX 7000s or auxiliary speakers attached to the VSX system.

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

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/VSX 7000s or auxiliary speakers attached to the VSX system.

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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