Polycom® Vortex® - SoundStation VTX 1000™ Integration
Frequently Asked Questions

Why would I want to add a SoundStation VTX 1000 to my Vortex installed room system?

There are three primary reasons:

- The SoundStation VTX 1000 offers wideband audio performance over a standard telephone line*, giving you all the frequency response that is normally absent on telephone calls
- The SoundStation VTX 1000 gives your customers a friendly, familiar user interface with dialing keypad, volume control, and mute to the audio conferencing system while providing the benefit of full room coverage
- The SoundStation VTX 1000, when connected to a Vortex, is the simplest way for users to add telephone calls to a video conference.

How does the SoundStation VTX 1000 achieve wideband performance over a bandwidth-limited telephone circuit?

Two SoundStation VTX 1000 units are required, one at each end of the telephone line. The units perform a "handshaking" sequence to determine that each is connected to another SoundStation VTX 1000, then they engage an algorithm that digitizes and compresses the wideband audio (70 - 7000Hz) into the established data path between the telephones. At the remote side of the conversation, the signal is converted back to analog, providing 70Hz to 7000Hz audio to both sides of the conversation.

What happens when I have one SoundStation VTX 1000 but don't have another SoundStation VTX 1000 on the other side of the call?

Your SoundStation VTX 1000 will act like a regular SoundStation unit or "speakerphone" in this mode of operation; it remains in analog mode and sends telephone audio normally. In this mode of operation, you will have standard telephone bandwidth (300 - 3300Hz).

Which Vortex products can I use with the SoundStation VTX 1000?

The SoundStation VTX 1000 may be interfaced with the Vortex EF2210, Vortex EF2211, Vortex EF2241, and Vortex EF2280, but the most common applications would use the Vortex EF2280 and/or the Vortex EF2241.

Are bundled Vortex - SoundStation VTX 1000 packages available?

Yes. There are four "Quick Install" packs available that combine a Vortex EF2241, a SoundStation VTX 1000, microphones, loudspeakers and cabling. These packs are ideal for increasing the audio performance of an existing video conferencing installation, or bringing high-end voice conferencing capabilities to a standard meeting room.

How is my Vortex product connected to the SoundStation VTX 1000?

The SoundStation VTX 1000's Auxiliary Output on the Interface Module is connected to an input, such as Input B, on your Vortex device. An output, such as Output B, on the Vortex device is then connected to the Auxiliary Input on the SoundStation VTX 1000 Interface Module. Both devices must then be set up to send and receive audio signals to the Vortex, as well as to make wideband audio calls.

Can I control my Vortex device from the SoundStation VTX 1000 user controls?

Yes. You can dial the phone with the SoundStation VTX 1000, use its volume control to adjust the level of the telephone caller, and use the mute button to mute audio to the SoundStation VTX 1000.

If I'm using the SoundStation VTX 1000 with a Vortex EF2241, can I have two phone calls in the conference simultaneously?

Yes -- assuming you have two analog telephone lines, one for the SoundStation VTX 1000 and one for the Vortex EF2241. The call coming in through the Vortex EF2241's telephone hybrid will have normal telephone bandwidth; the call coming in through the SoundStation VTX 1000 can either be normal bandwidth or wideband (if it is connected to another SoundStation VTX 1000). All callers will be able to hear each other, as well as all other audio sources connected to the Vortex unit.

Can I use video conferencing codecs with a Vortex / SoundStation VTX 1000 system?

Yes. connect your codec's audio input and output as usual through the Vortex device. All remote talkers will be able to hear each other as well as the people in the local room.

*When used with another SoundStation VTX 1000 at the far end

VideoVoiceDataWall   *Connect. Any Way You Want.*

Is there a special setup to configure the SoundStation VTX 1000 and Vortex to work together?

Yes. The SoundStation VTX 1000 is put into a special mode that supports Vortex audio. The quick setup guide walks you through these settings. Similarly, the Vortex must be configured to operate with the SoundStation VTX 1000.

Does the SoundStation VTX 1000 only work with Vortex products when configured in Vortex mode?

Yes. When the SoundStation VTX 1000 is configured in Vortex Audio mode, it will only connect in wideband when it is physically connected to a Vortex that has been set up properly to communicate to the SoundStation VTX 1000.