Polycom Moscow
info@polycom-moscow.ru
T +7-495-924-25-25
www.polycom-moscow.ru

Polycom VVX 600 FAQ

Frequently Asked Questions – for Polycom Partners and Customers

The Overall Solution

Q: What is the VVX 600?

A: The VVX 600 is an Executive Business Media phone delivering best-in-class desktop productivity and Unified Communications for busy corporate executives and managers. The VVX 600 sets a new standard for business media phones with UC and business application integration and enables the executive to accomplish core tasks as efficiently as possible while complementing their desktop office applications.

Q: What are some of the key features of the VVX 600?

A: The Polycom VVX 600 executive business media phone features:

- Large (4.3") TFT (480 x 272) touch-screen
- Up to 16 line appearances/speed dials
- Immersive, capacitive touch UI
- Video playback and video conferencing via external USB cam
- Full Browser (Webkit)
- Legendary Polycom HD Voice technology up to 14KHz on all audio paths (Speaker, Handset, Headset)
- 2 x Ethernet 10/100/1000
- 2 x USB 2.0 host
- Green – low power
- Hard Keys: 12-key keypad, home, speaker, mute, volume, headset
- Integrated Bluetooth
- Broad accessory support (Wi-Fi, DECT, Expansion Modules, Video camera)
- Business applications integration
- Microsoft Lync interoperability

Q: What are the key benefits of the VVX 600?

A: Top benefits are:

- Improves Executive and Executive Administrators productivity through larger display and more line appearances

- Improve work space mobility through Bluetooth headset integration
- Simple to deploy and easy to administer, upgrade, and maintain
- Reduces maintenance costs and Best in class deployment and administration through web based configuration tool
- Leverages previous IT infrastructure investments
- Delivers easy integration with third-party UC and productivity applications

Q: Is local call recording possible with the VVX 600?

A: The VVX 600 has a USB port that allows for local audio call recording

Q: Does the VVX 600 support electronic hook switch capabilities?

A: Yes, the VVX 600 supports electronic hook switch capabilities with certain GN Netcom/Jabra, Logitech, Plantronics and Sennheiser brand headsets.

For more information, we will be posting a technical bulletin with a list of all the compatibility headsets.

Q: What is the resolution on the VVX 600 touch screen?

A: The VVX 600 has 4.3" TFT LCD (480x272 pixel).

Q: When will demo kits be available for the channel?

A: Demo kits are in the build process and will be available in December 2012. Please contact your theater sales rep for more information.

Q: What will a demo kit consist of?

A: It is a self contained demonstration kit that allows you to demo the VVX 600's point to point HD Voice calling capabilities without the need of the Internet.

Q: Can I use the VVX 600 on a SIP IP platform that is not on the list of Polycom VIP VVX certified partner platforms?

A: The VVX 600 phone is only supported for use on the approved platforms. We cannot guarantee interoperability or performance on any non-approved platforms.

Q: What standard is the PoE for VVX 600?

A: The VVX 600 ships PoE supports IEEE 802.at Power Over Ethernet Class (Class 4) Standards. 2 x Ethernet 10/100/1000. It also includes an energy-saving smart motion detector that enables the screen to go into power-save mode when no one is in the office.

Q: How do I order a VVX with a PSU?

A: The VVX 600 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.

Q: What is Polycom HD Voice™?

A: Polycom HD Voice delivers much clearer, more vibrant and life-like conversations than the traditional phone technology. It combines wideband codecs with our patented Acoustic Clarity Technology into a complete, integrated design to maximize the audio performance of the VVX phone. You can learn more at http://www.polycom.com/hdvoice.

Q: What types of applications can you run on the VVX 600?

A: The VVX 600 supports HTML5 and XML based applications including:

- Applications for communications enabled business processes (CEBP)
- Personal productivity applications, such as the Polycom Desktop Connector Exchange Calendar and contacts integration,
- Visual conference management
- HTML 5 support
- MS Lync
- Personalization applications

Q: What applications are available for the VVX 600?

A: Out of the box, the VVX 600 is bundled with three applications: Polycom Productivity Suite: Polycom Desktop Connector and Outlook calendar integration.

Polycom My Info Portal, Digital Picture Frame which plays personalized pictures stored on the USB drive from the USB port.

The Polycom VVX 600 features an open API and HTML5 browser that enable third-party applications developers to integrate the VVX 600 with business applications such as unified communications, customer relationship management (CRM), and appointment management systems. In the future more applications will be available for the VVX 600 from third-party developers.

Q: What is Polycom My Info Portal?

A: 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.

Q: Which call control platforms are supported?

A: A full list of call control platforms can be found in the VoIP Interoperability Matrix. We expect more call control platform support as time goes on.

Q: What is the warranty and software upgrade terms?

A: The VVX 600 has a one year hardware warranty. 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 throught [Polycom Connect for Partners.](#)

Q: Does the VVX 600 support video conferencing?

A: Yes, VVX 600 **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.

Q: Does the VVX 600 support media playback?

Yes, it supports HTML5 file format.