

# ► Frequently Asked Questions

## Polycom® Personal Telepresence

### What is the HD resolution of the HDX 4000 Series?

4002 – 720p30 from 512 kbps  
4500- 720p30 from 512 kbps | 720p60 from 832 kbps |  
1080p30 from 1024 kbps

### What standard definition video resolutions are supported?

CIF from 56 kbps  
4CIF from 128 kbps

### What is the max call speed?

4 Mbps

### Is there a built-in camera?

Yes, there is a built in HD electronic pan-tilt-zoom camera

### Can the HDX 4000 models be used as a computer display?

Yes, the HDX 4000 supports a PC or Mac.

### What PC resolutions are supported?

**4002** - Up to 1680x1050  
**4500** - Up to 1920x1080

### Are there built in speakers?

Yes, powerful speakers on both the HDX 4002 and HDX 4500 provide rich stereo sound on the desktop in small workspace.

### How many displays are supported?

**4002** – One  
**4500** - Two

### Why are there two pieces to the HDX 4002?

The sleek LCD will be the only thing on the desktop with all of the cables running to the base box which is underneath the desk.

### Is the HDX 4500 All-in-One?

Yes, the HDX 4500 includes all the components of the system in one sleek package.

### How many microphones are supported?

**4002** – 2 built in | up to 3 optional  
**4500** – 2 built-in with voice channel technology for 360 degree pickup



### What options are available for the HDX 4000?

#### **HDX 4002 Only**

**Quad BRI Module** – This module is inserted into the back of the codec and provides connectivity for up to (4) BRI lines.

**PRI Module** – This module is inserted into the back of the codec and provides ISDN connectivity up to 2 Mbps bandwidth.

**Serial Module** – This module is inserted into the back of the codec and provides support for V.35, RS-4499 and RS-530 connecting up to 2Mbps. It provides an RS-366 dialing interface. Need to order appropriate cable separately.

#### **HDX 4500 Only**

**Detachable keypad (INCLUDED with system)**– this wired keyboard attaches to the HDX 4500 which brings control closer to the user and can be used to control all aspects of the system.

**HDX Remote Control** – a standard HDX remote control can be used with the HDX 4500.

**Polycom Touch Control**– an alternative to the standard remote control, Polycom Touch Control allows users to have a graphical touch interface to control the system.

#### **HDX 4002 & 4500**

**MPPlus Software License** – When installed, this license allows the user to have up to (4) sites connected during a single video conference plus one audio site. Cascading and audio transcoding are also supported in this internal MCU.

### Can displays be wall mounted?

No, the displays are not VESA compatible and Polycom does not offer a wall or desk mount kit.

### **Does People+ Content (H.239) support High Definition?**

Yes. Content can be transmitted up to 720p30 using H.239.

### **What is Basic Mode?**

Basic mode is a setting that any can be made on any HDX that sets the system to the lowest common denominator, thus virtually ensuring interoperability with legacy systems or other vendors' video conferencing systems. Basic mode is H.261 for video and G.711 for audio. There is no data sharing in basic mode.

### **Is there flexibility in how participants can be viewed while in a multipoint call?**

Yes. There are (4) settings to choose from in the user interface when using the internal multipoint capabilities. Note that, when paired with a Polycom RMX™ product, the layout options are numerous.

- Auto – Will automatically switch to a single presenter if that presenter speaks for (15) seconds or greater.
- Discussion mode – Displays up to (4) quadrants on a single screen, seen by both far and near-end participants.
- Presentation mode – Allows the presenter to see up to (4) participants on a single screen, while the participants see only the presenter.
- In Full Screen mode – The speaker is seen full screen by both far and near-end participants.

### **What type of audio integration is available with this product?**

There are several ways to add an audio participant to a video call.

#### **4002 Only**

- POTS – The POTS port on the back of the HDX 4000 allows the user to directly connect an analog phone line into the back of the codec and use that connection to add an audio participant to the video call.
- Voice over ISDN – With a QBRI or PRI module installed, the HDX 4000 can take advantage of a single ISDN channel to make an audio call, adding that participant to the video call.

### **What is Live Music Mode?**

This feature, when enabled, transmits audio using a configuration that reproduces live music picked up by microphones more faithfully. For example, noise suppression and automatic gain control are disabled when this setting is enabled.

### **What is Polycom Constant Clarity™?**

Polycom Constant Clarity is Polycom's method of providing users with the best overall experience using various algorithms and technologies within HDX.

*These include:*

- Automatic Gain Control
- Keyboard Noise Reduction
- Live Music Mode
- Siren™ LPR
- Lost Packet Recovery
- StereoSurround Audio

### **Is Data Pass-thru supported for third party devices?**

Yes, data pass-thru is supported on both the HDX 4002 and 4500.

### **Does this product support API commands?**

Yes. The Integrator's Reference Manual for the HDX Series documents over 200 supported commands designed to enable flexibility and customization in integrated rooms. These commands are accepted either through a telnet interface or via an IR interface. Serial connectivity is not supported.

### **What are the warranty and software upgrade terms?**

The HDX 4000 has a one year hardware warranty and the standard Polycom 90 day software warranty. This includes:

- 90 days of software updates and upgrades
- One year of return-to-factory hardware support

Enhanced service packages are also available at 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 under the "Register Your Product" link at [www.polycom.com](http://www.polycom.com). More information on Polycom Global Services Programs is available in the HDX 4000 Sales Services Guide.

