



## Polycom<sup>®</sup> VVX<sup>™</sup> 500, 501 Performance Business Media Phone

### **Q: What is the VVX 500, 501?**

A: The VVX 500, 501 AND 501 are performance media phone that combines advanced IP telephony featuring Polycom HD Voice, Polycom Productivity Suite, and business applications into a seamless, life-like experience.

### **Q: What are the key benefits of the VVX 500, 501?**

A: Top benefits are:

- Improves knowledge-worker productivity
- Reduces training time through superior calling features in a sleek design and simple-to-use phone
- 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

### **Q: Is local video call recording possible with the VVX 500, 501?**

A: The VVX 500, 501 has a USB port that allows for local audio call recording

### **Q: Does the VVX 500, 501 support electronic hook switch capabilities?**

A: Yes, the VVX 500, 501 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 500, 501 touch screen?**

A: The VVX 500, 501 has 3.5" TFT (320 x 240).

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

A: Demo kits are in the build process and will be available in October 2011. 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 500's point to point HD Voice calling capabilities without the need of the Internet.

### **Q: Can I use the VVX 500, 501 on a SIP IP platform that is not on the list of Polycom VIP VVX certified partner platforms?**

A: The 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 500?**

A: The VVX 500, 501 ships PoE supports IEEE 802.af Power Over Ethernet Class (Class 4) Standards. 2 x Ethernet 10/100/1000

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

A: The VVX 500, 501 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<sup>™</sup>?**

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 [www.polycom.com/hdvoice](http://www.polycom.com/hdvoice)

**Q: What types of applications can you run on the VVX 500, 501?**

A: The VVX 500, 501 supports any XML based applications including:

- Applications for communications enabled business processes (CEBP)
- Personal productivity applications, such as the Productivity Suite 2 with Polycom Desktop Connector  
Exchange Calendar and contacts integration  
Visual conference management  
HTML 5 support
- Personalization applications

**Q: What applications are available for the VVX 500, 501?**

A: Out of the box, the VVX 500, 501 is bundled with three applications:

Polycom Productivity Suite2: 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 500, 501 features an open [API](#) and microbrowser that enable third-party applications

developers to integrate the VVX 500, 501 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 500, 501 from third-party developers.

**Q: What is Polycom Productivity Suite?**

A: A: 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, measuring the quality of a VoIP call in real time for faster problem resolution.

**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 500, 501 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 through [Polycom's Support](#).

**Q: Does the VVX 500, 501 support video conferencing?**

A: Yes, VVX 500, 501 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 500, 501 support media playback?**

Yes, it supports HTML5 file format

