

Polycom® HDX™ 8000 Series

Frequently Asked Questions

What is the HD resolution of the HDX 8000 Series?

The HD resolution is 720p or 1280 x 720 resolution at 30 fps at call speeds at 1024 Mbps and above.

What video resolutions are supported under 1 Mbps?

128 kbps CIF, 256 kbps – 768 kbps, 4CIF.

What is the maximum call speed?

4 Mbps (HDX 8004) | 2 Mbps (HDX 8002)

Is the HDX 8000 systems 1080p capable?

The HDX 8000 Series codec will be able to be upgraded to 1080p.

How many camera inputs are supported?

4 total on the HDX 8004
- (2 HDCI, 1 DVI-I, 1 S-Video)
3 total on the HDX 8002
- (1 HDCI, 1 DVI-I, 1 S-Video)

How many displays are supported?

3 total on the HDX 8004
- (DVI-I, YPbPr, VGA, VCR)
2 total on the HDX 8002
- (DVI-I, YPbPr, VGA, VCR)

How many microphones are supported?

Up to 3 (a combination of table top and ceiling microphones can be used)

What bundled solutions are available for the HDX 8000 Series?

XL Package–

Includes HDX 8000, People+Content, People+Content IP, People on Content

XLP Package (8004 only) -

Includes HDX 8000, People+Content, People+Content IP, People on Content, 4-way *MPPlus*

What options are available for the HDX 8000 Series?

All of the following options can be added to a HDX 8000 Series system.

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.

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.

HDX People+Content – This option allows users to connect their laptop to the video conferencing system during a call and present high-resolution graphics.

Included with this option is People+Content IP, this feature allows users to share data to the HDX 8000 through the LAN. This software license is included with the People+Content option or in the XL and XLP bundles. Content resolutions supported include VGA, SVGA and XGA.

Each presenter laptop will use a PC utility to send the Content. This PC utility is available for unlimited download from the Polycom website. PC requirements include Windows® 2000 or Windows XP.

People On Content – This option allows users to become part of their presentations by using chroma key technology. All users stay more focused and engaged during presentation on a video call.

Stereo Speaker Kit – Includes subwoofer, (2) high-grade auxiliary speakers (with speaker stands) that enable the maximum benefit of Polycom StereoSurround and delivers 270 watts of audio.

Ceiling Microphone Array – A Polycom microphone array unobtrusively mounted on the conference room ceiling, providing 360° coverage. Available in white or black.

HDX Tracker – Silent, motorized pan-tilt-zoom camera with imbedded microphones that will track to the speaker's voice or to presets

HDX Packaged Solutions – Polycom offers a wide range of packaged solutions with our endpoints. This includes the Polycom HDX Media Center which can be purchased with a pedestal or a wall mount. These solutions come with a single or dual 42" LCD with a powerful stereo sound bar for HD Audio.

4 Mbps Bandwidth (HDX 8002 only) – Increase the point to point call maximum speed to 4 Mbps on the HDX 8002

Additional Video Input and Output (HDX 8002 only) – Add the capability of an additional HDCI input and one DVI-I video output)

What cameras are supported with the HDX 8000 Series?

Cameras supported on the HDX 8000 Series include:

- Polycom Eagle Eye
- Polycom PowerCam Plus
- Polycom PowerCam
- Sony EVI-D30/31
- Sony EVI-D70 / Vaddio WallVIEW 70
- Sony EVI-D100 / Vaddio WallVIEW 100
- Sony BRC-300 / Vaddio WallVIEW 300
- Elmo PTC-100S/110R/150S/160R
- Canon VC-C50i
- Sony BRC-H700
- Sony EVI-HD1

What is the max length of camera cable?

When used with a Polycom Eagle-Eye Camera the main camera cable can be extended 250 feet using an analog component HDCI pin out.

If a second Polycom EagleEye™ HD camera is used, an optional power supply must be used.

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

The entire HDX Series uses H.239 People+Content. When using a minimum of 2 Mbps bandwidth, both people and content will be in high definition.

What PC resolutions are supported?

Resolutions up to 1280x1024 are supported. Higher resolutions will be supported in future software releases.

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..

- POTS – The POTS port on the back of the HDX 8000 Series 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 8000 Series 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.

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 with the new software.

What are the warranty and software upgrade terms?

The HDX 8000 Series 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. More information on Polycom Global Services Programs is available in the HDX 8000 Sales Services Guide.