

Polycom® PVX™

Frequently Asked Questions



What is Polycom PVX?

Polycom PVX is a software application that provides the highest quality audio, video and content sharing available for desktop video conferencing. You only need a PC and a USB camera. No other server or hardware is required.

What is the difference between ViaVideo® II and the Polycom PVX software application?

ViaVideo II is an USB camera with advanced CCD technology and embedded digital media processor to provide high quality audio/video processing. This allows older PCs with less processing power to still achieve high quality audio, video and content sharing securely. PVX is the software that is included with the ViaVideo II camera. The PVX software can also support standard webcams.

Do I still need the ViaVideo camera?

The Polycom PVX software application will run with the ViaVideo and ViaVideo II cameras. When using ViaVideo cameras, you can use an older PC or use less CPU processing on your PC. ViaVideo cameras will offer a more reliable 30fps quality in H.263 video. It also has a high fidelity (7kHz) built-in microphone that is not generally available on web cameras. If you prefer to have the conferencing audio be separate from your PC audio, ViaVideo cameras could also be connected directly to external speakers.

What are the key benefits of Polycom PVX software application?

Several of the key benefits are listed below. For additional information see the Features & Benefits information on the the Polycom PVX page at www.polycom.com.

- High quality sharp video with H.264 compression
- CD-like audio quality with Polycom's Siren™ 14 audio
- IP network support at call rates up to 2 Mbps
- Simultaneous display of XGA content and high-quality video with Polycom's People+Content™
- Call security ensured via embedded AES encryption of audio, video and content
- Most intuitive graphical user interface supports 11 languages

Which languages does the software application support?

Polycom PVX supports 11 languages in the user interface, context sensitive help screens, documentation and Web management user interface. Current supported languages are:

- Chinese (simplified)
- Chinese (traditional)
- English
- French
- German
- Italian
- Japanese
- Korean
- Norwegian
- Portuguese
- Spanish

What are the minimum PC requirements to support the Polycom PVX software application?

	ViaVideo or ViaVideo II	Web Cameras
H.263 video	PIII 800MHz & above	PIII 1GHz or P4 1.2GHz & above
H.264 video	Not Supported	P4 1.5GHz & above
People+Content™	P4 1.2GHz and above	P4 2.2GHz & above
OS supports	Windows®2000 w/SP 4 Windows XP SP 1	Windows XP SP 1
Other Microsoft® software requirements	DirectX 9.0b Windows Media® Player 9.0	

Which USB cameras does the application support?

The recommended cameras are:

- Polycom ViaVideo
- Polycom ViaVideo II
- Logitech® QuickCam® Pro 4000
- Logitech QuickCam for Notebooks Pro
- Logitech QuickCam Orbit

The Polycom PVX software application may also support most standard webcams in the market. Other tested cameras are listed in the release notes.

Do I need a camera to use the Polycom PVX software application?

No, Polycom PVX works as a stand alone application with or without a camera. If you do not have a camera, you will still be able to receive audio, video and content. With a microphone, you can also send audio along with your desktop as content. This is most useful when you are traveling and do not have access to a high speed network. This also enables education applications such as distance learning.

Will the application support the Macintosh® or Linux Platforms?

Currently there are no plans to develop these platforms.

Will future software releases be available free of charge for Polycom PVX?

Software updates that contain bug fixes are usually free of charge. Software upgrades that add additional functionality to the products will be made available as charge-for releases.



Will ViaVideo II still be available?

Yes. ViaVideo II is still an ideal solution for PC's that require hardware acceleration to achieve high quality audio and video performance.

Does the Polycom PVX support a SDK for custom application development?

Yes. Generally, SDK customers have special needs and should contact Video Product Management for additional information.

Does the software application support Empty Capability Set (ECS)?

Yes. Polycom PVX supports ECS allowing users to receive a call from, and transfer a call to, another voice endpoint in a Cisco network environment.

If I am already a ViaVideo or ViaVideo II user, do I get the PVX software application at no charge?

Yes, However, the no-charge software update version for existing ViaVideo users will not support the following functions:

- Use of webcam as video camera
- H.264 video algorithm with standard webcams
- Polycom Siren™ 14 audio algorithm with 14kHz capable headsets
- 2Mbps video call rate
- ViewOnly operations

If you require these features in your applications, you will need to purchase the Polycom PVX software application.

Is content sent through T.120 Microsoft NetMeeting®?

No. Content is sent as a live video stream at the same time as your camera. It does not use any component of T.120 and it is secured if standard based AES is turned on.

I use many other applications on my desktop while I am in a video call.

Is there a way I can let my other applications run better while I am in a video call?

Yes. In the Performance configuration, you can allocate more system resources to other applications. You can also set a balance between the Polycom PVX and other applications, or apply more resources for the Polycom PVX application to get the highest quality video conferencing. Be sure to set to your preference as desired.

What does Multiple Monitor support mean?

Windows operating system allows you to connect multiple VGA displays to your PC. Multiple monitor support expands the PC 'desktop space' so that additional applications can be opened and viewed (at the same time) by moving them across multiple screens. The Polycom PVX software application supports this capability, but your PC must have an appropriate video card to enable it to support multiple monitors.

Can I separate the local video from the remote video window?

Yes. The video only mode allows you to have the local video as well as the remote video window on its own sizable window. You can move the windows to any location on your desktop and size it to your own preferences.

How will content be displayed?

When sent to you, content will display on a new window. You can resize, move, minimize, maximize and even zoom in as large as 300%. The window will go away as soon as far end stops sending you content. To make sure that you do not accidentally close the window, you will not be able to exit the content window.

How do I send content?

A button named "Send Content" lets you send your entire desktop as content to the remote participants. This button will only active if your PC meets the minimum requirement and the conference you are in supports People+Content™. The same button will allow you to stop sending content when you are done sharing your desktop.

Do I need to do anything special to my PC before sending content?

No. The Polycom PVX software application takes care of the resolution or aspect ratio of your computer's desktop. You don't need to pre-configure you PC to send content. If your desktop is set to higher than XGA resolution, the software application will convert it into XGA before sending it to the remote end.

What is Polycom Siren 14?

Polycom Siren 14 is an audio compression algorithm that provides super wideband audio (14kHz). Siren 14 audio provides near-CD quality fidelity and makes audio more crisp and clear than ever before. For you to take full advantage of this capability, you will need a 14kHz capable USB headset.

Can a specific audio algorithm be selected by the end user instead of using the default selection built into the application?

No. The default audio settings are pre-selected for optimal audio quality based on the video data rate at which the call connects and the capability of the remote participants.

Can I make audio only calls with my Polycom PVX?

Yes. The software application will look for audio and video at call setup. If it can only find audio at the remote location, then it will connect as an audio-only call.

Does the Polycom PVX support configurable port ranges for fixed port NAT?

Yes. The software application allows fixed standard based ports to be set. This is generally set by your local network administrators. This method is sometimes referred to as "port pinholing".

Can I turn AES encryption off?

Yes. AES encryption is provided so video conferences on the public network are secured. If you would like to disable this feature, simply turn it off in the configurations settings.

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