

# ► Frequently Asked Questions

## Polycom® HDX™ 8000 Series

**Q: What maximum video resolutions are available with the HDX 8000 systems?**

A: HDX 8002 & HDX 80004 have a maximum video resolution of 720p@30 fps. The HDX 8006 has a maximum video resolution of 1080p@30fps.

**Q: What is 720p60?**

A: 720p60 (60 frames per second) offers the highest motion resolution possible. Progressive scanning reduces the need to prevent flicker by filtering out fine details, so sharpness is much closer to 1080i than the number of scan lines would suggest.

**Q: Which system supports 720p60?**

A: The HDX 8006.

**Q: Which system supports 1080p?**

A: The HDX 8006

**Q: Will RPX/TPX Immersive Telepresence support 1080p & 720p60?**

A: Yes, Q109

**Q: Can a user upgrade from their HDX 8002 or HDX 8004 to support either 720p60 and/or 1080p?**

A: Yes, there is an upgrade program in place that will support these customers.

**Q: What call speeds are needed to achieve different video resolutions?**

A: CIF – 128kbps | 4CIF 256kbps – 960kbps | 720p30 - 1Mbps | 720p60 - 2 Mbps | 1080p – 3 Mbps

**Q: What camera settings are needed to achieve 720p60 and 1080p**

A: 1080p - set camera to Sharpness, 720p60 – set camera to Motion

**Q: How many camera inputs are supported?**

A: 4 total on the HDX 8006 & 8004 (2 HDCI, 1 DVI-I, 1 S-Video) | 3 total on the HDX 8002 (1 HDCI, 1 DVI-I, 1 S-Video)

**Q: How many displays are supported?**

A: 3 total on the HDX 8006 & 8004 (DVI-I, YPbPr, VGA, VCR) | 2 total on the HDX 8002 (DVI-I, YPbPr, VGA, VCR)



**Q: How many microphone arrays are supported?**

A: Total of 3 (combination of ceiling microphones, table top and IP 7000 conference phone)

**Q: What bundled solutions are available for the HDX 8000 Series?**

A: XL Package–  
Includes HDX 8000, People+Content, People+Content IP, People On Content

XLP Package (8004 & 8006 only) -  
Includes HDX 8000, People+Content, People+Content IP, People On Content, 4-way MPPlus

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

A: 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.

**Q: What PC resolutions are supported for H.239 and People+Content?**

A: Resolutions up to 1280x1024 are supported. Higher resolutions are supported for local PC input.

**Q: Does this product support API commands?**

A: 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.

**Q: What is Live Music Mode?**

A: 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.



**Q: What cameras are supported with the HDX 8000 Series?**

A: Cameras supported on the HDX 8000 Series include:

- Polycom EagleEye
- Polycom EagleEye 1080
- 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

**Q: What is the max length of camera cable?**

A: When used with a Polycom EagleEye 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.

**Q: 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](http://www.polycom.com). More information on Polycom Global Services Programs is available in the HDX 8000 Sales Services Guide.