

# Polycom<sup>®</sup> Video Control Application for Cisco<sup>®</sup> Unified Communications Manager Frequently Asked Questions

## GENERAL

### What is the Polycom Video Control Application for Cisco Unified Communications Manager (CallManager)?

The Polycom Video Control Application is a software program that allows the color touch screen display of the Cisco Unified IP 7970 phone to control the most common video conferencing functions of the Polycom VSX<sup>®</sup> Series and Polycom HDX Series video conferencing endpoints.

### What video features will be available from my Cisco Unified IP 7970 phone?

The Video Control Application allows you to easily integrate all of the industry leading Polycom VSX Series and Polycom HDX Series video endpoints into your Cisco Unified Communications Manager environment.

If you are running in SCCP mode, the following features are supported:



- Placing a call
- Answering a call
- Ending a call
- Camera control (if local camera is capable)
- Convert a voice to video call
- Mute and Un-mute the microphone
- Adjust volume
- Transfer a call
- Hold and resume a call

If you are running in H.323 mode, the following features are supported:



- Placing a call
- Answering a call
- Ending a call
- Camera control (if local camera is capable)
- Convert a voice to video call
- Mute and Un-mute the microphone
- Adjust volume

### Is the Video Control Application only compatible with Cisco 7970 IP phone?

Yes, the high-end features of the Cisco Unified IP phone 7970 include a color touch screen which makes controlling the Polycom VSX Series and Polycom HDX Series video endpoint with the Polycom Video Control Application very intuitive. There are plans to support the Cisco 7960 IP phone in a future release.

### Is the Video Control Application compatible with all Polycom video conferencing products?

The Video Control Application 1.1 service is compatible with the Polycom HDX and Polycom VSX Series of products which include: HDX 9000<sup>™</sup>, HDX 8000<sup>™</sup>, HDX 4000<sup>™</sup> and the VSX 8000<sup>™</sup>, VSX 7000e<sup>™</sup>, VSX 7000s, VSX 6000, VSX 5000, VSX 3000, V700<sup>™</sup> and V500<sup>™</sup>.



**What software version of the Polycom VSX Series and Polycom HDX Series video endpoints is compatible with the Video Control Application?**

The following software versions are compatible with the Video Control Application 1.1.

- HDX software Version 2.0.1 or later for H.323 endpoints
- VSX software Version 8.5.3 or Version 8.7 or later for H.323 endpoints.
- VSX software Version 8.6.2 or later for SCCP endpoints.

**How many Cisco 7970 IP phones can access this service on my network?**

Currently the Video Control Application service is sold with a 100 seat license.

**TECHNICAL:**

**How do I add the Video Control Application Service to my Cisco IP 7970 phone?**

Your IT/Telephony Administrator installs the Polycom Video Control Application on the Cisco CUAE (Cisco Unified Application Environment) Server. To allow Cisco 7970 phones on the network to access the service, the Polycom Video Control Application must be activated on the Cisco Unified Communications Manager as a new IP Phone service.

**How does the Cisco 7970 phone control the VSX?**

The Cisco 7970 phone interfaces with the Cisco Unified Communications Manager which transports the Video Control Application user interface to the phone's touch screen. When the touch screen is activated, the Cisco 7970 phone interfaces with the Cisco CUAE and transports the remote control commands to it. The Cisco CUAE in turn forwards the commands to the Polycom VSX or HDX Series endpoint.

**What protocols are supported by the Video Control Application?**

Currently either SCCP or H.323 protocols are supported.

**What is SCCP?**

SCCP stands for Skinny Client Control Protocol. It is a Cisco proprietary protocol used by the Cisco Unified Communications Manager and VOIP phones.

**Where can I find out more about the Polycom Video Control Application?**

More information about the Video Control Application can be found at:

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



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