

# Frequently Asked Questions

## Polycom<sup>®</sup> Communicator Model C100

**Q: What is: Polycom Communicator?**

A: Polycom Communicator is a high-quality PC speakerphone that connects to a computer. Its high-fidelity performance delivers great sounding voice and video calls over your PC.

**Q: How does it connect to a computer?**

A: Polycom Communicator connects to a computer through the USB port. USB supplies both the audio connection and power to the device.

**Q: Does it require any batteries?**

A: No, Polycom Communicator is powered entirely through USB and does not need any batteries.

**Q: Which voice applications does Polycom Communicator support?**

A: There is an ever-growing list of applications that are supported by Polycom Communicator, including Polycom PVX desktop videoconferencing software, as well as a number of certified IP soft phones and service providers. Please check [www.polycom.com/communicator](http://www.polycom.com/communicator) for an updated list of supported platforms.

**Q: Does it work with any Internet calling or voice applications other than the ones on the officially supported list?**

A: Only select voice communications applications are supported for use with Polycom Communicator. If the product is used with non-supported voice communications applications, Polycom Communicator may experience diminished audio quality and/or loss of button functionality. For an updated list of supported applications, please visit [www.polycom.com/communicator](http://www.polycom.com/communicator).

*Please note that the high-fidelity speaker that is built into Polycom Communicator can be used with any audio application, such as playing music or presentation audio.*

**Q: Can I use Skype with Polycom Communicator model C100?**

A: Yes, Skype may be used with model C100. To work properly, you must download the Skype drivers located at [www.polycom.com/support/communicator](http://www.polycom.com/support/communicator). If you are using the product primarily with Skype, you may want to consider Polycom Communicator for Skype,

model C100S, which features special button integration and software to make it as easy as possible to use the product with Skype.

**Q: Which operating systems are supported?**

A: Only Microsoft Windows<sup>®</sup> XP is supported at this time. If used with other operating systems, Polycom Communicator may experience diminished audio quality or loss of button functionality.

**Q: Does Polycom Communicator require software to be installed on the computer?**

A: It depends upon the specific application you are attempting to use with the product. Many of the IP soft phones do not require any drivers to be installed on the computer, while Skype and Polycom PVX do require drivers. For more information on the requirements for the application you are interested in, please visit [www.polycom.com/support/Communicator](http://www.polycom.com/support/Communicator)

**Q: Can it work over regular analog phone lines?**

A: Polycom Communicator only works when connected to a computer. It does not work over regular phone lines.

**Q: What is the microphone pickup range?**

A: Polycom Communicator's two high-quality microphones can effectively cover participants sitting up to 7 feet from the device.

**Q: Can I use it while leaving the back cover / stand closed?**

A: For best acoustic performance the unit is designed to be used with the stand open, which places the unit at a 40° angle to the surface it rests upon.

**Q: What is the warranty for Polycom Communicator?**

A: Polycom Communicator includes a one-year warranty.

**Q: How does the voice quality of Polycom Communicator compare to a regular landline phone?**

A: Polycom Communicator uses high-fidelity audio components to deliver exceptionally clear calls. At times, the quality of the call may be limited by the



application that is initiating the call – i.e., the specific soft phone client you are running. In many cases, using Polycom Communicator will maximize the performance of the soft phone application and deliver better performance, but no hardware can overcome specific software limitations of an IP soft phone.

**Q: How does Polycom Communicator enhance the audio quality of my IP calls?**

A: In addition to providing high-fidelity wideband audio quality, Polycom Communicator includes Acoustic Clarity Technology to reduce echoes and feedback and provide full-duplex performance. Polycom Communicator maximizes your calling experience. However, it cannot help with issues such as dropped calls, jitter, latency, packet drop, poor hardware on the other end of the call, or any audio issues inherent in your IP soft phone and outside the control of Polycom Communicator.

**Q: Can I connect Polycom Communicator to a device that does not have a USB port?**

A: No, Polycom Communicator must connect through a USB port for the audio connection and power.

**Q: Do both ends of an IP call need a Polycom Communicator for it to work?**

A: No, having a Polycom Communicator on both ends is not required. However, the quality of your IP soft phone call may be limited by the hardware being used by the caller on the other end.

**Q: Can I plug my existing headset into the Polycom Communicator for private calls?**

A: The headphone port on the Polycom Communicator uses a standard 3.5mm port. If the headphone/headset uses a 3.5mm jack, it can be used for the audio portion of the call by plugging into the headphone port. In this scenario, only the incoming audio would use the headset, while the microphones on the Polycom Communicator would still be used.

**Q: Is Polycom Communicator software upgradeable?**

A: Yes, both the firmware in the device and the software drivers on the computer can be updated.

**Q: Why use this product instead of regular computer microphones and speakers for voice and video calls through a PC?**

A: Often times, using regular speakers and microphones on a computer during calls results in significant echoing and feedback. Polycom Communicator includes technology to significantly reduce or eliminate these problems.

**Q: Why use this product instead of a computer headset?**

A: Polycom Communicator is a great companion to a computer headset. Wearing a headset can grow tiresome, and the cords can get tangled and in the way. With Polycom Communicator, you don't need to sacrifice sound quality during hands-free calls, and the headphone port lets you plug in headphones for private conversations.

**Q: When the headphone port is in use, do the microphones on the Polycom Communicator still work?**

A: Yes, when headphones are plugged in, the incoming sound is redirected to the headphones while the microphones on the Polycom Communicator are still active.

**Q: Can I use Polycom Communicator with my computer speakers?**

A: You can plug your computer speakers into the 3.5mm headphone jack that is built into the product. This would route the audio through your computer speakers while using still using the Polycom Communicator microphones.

**Q: Why is the Polycom Communicator superior to competitive products?**

A: Polycom has leveraged over 14 years of experience in delivering the market-leading triangle-shaped SoundStation® in building Polycom Communicator. Polycom's Acoustic Clarity Technology delivers unmatched echo cancellation and full duplex performance. High-quality speakers and microphones, combined with Polycom's technical expertise, come together to provide an experience unmatched by any competitive products.