

Frequently Asked Questions

Polycom® SoundStation2® Product Line

Q: What is SoundStation2?

A: SoundStation2 is part of a new family of tabletop conference phones that was introduced with the announcement of SoundStation2W™. SoundStation2 replaces the award-winning SoundStation® and is ideally suited for medium/small conference rooms and offices. There are three SoundStation2 models: SoundStation2, non-expandable, SoundStation2, non-expandable, with display, and SoundStation2, expandable, with display.

Q: What is so special about SoundStation2?

A: The SoundStation2 is Polycom's next generation conference phone and delivers remarkable voice quality equal to that of the SoundStation Premier®.

SoundStation2 also provides a 50% increase in microphone pick up over the original SoundStation and adds great new features. A backlit LCD provides important call information and supports worldwide Caller ID*. In addition, an Applications Port* lets users connect to other communication devices, such as mobile phones and computers.**

The user interface of SoundStation2 supports seven different languages*: English, German, French, Italian,

Spanish, Portuguese and Norwegian. User documentation is supplied in the above languages along with Japanese and Korean, as well as Traditional and Simplified Chinese.

Q: What does SoundStation2 have that SoundStation doesn't?

A: First and foremost, SoundStation2 delivers truly remarkable voice quality – equal to SoundStation Premier – along with 50% greater microphone pickup range than the SoundStation. With SoundStation2 you can speak naturally up to 10 feet away from a microphone and still be heard clearly.

In addition, SoundStation2 uses the same industrial design as SoundStation2W, which includes a graphical backlit LCD that supports a number of new features, (i.e., display of call progress and duration information, worldwide Caller ID, 25 entry address book), and a new, more functional keypad with clearly marked mute keys and a conference service speed dial button*.

SoundStation2 also provides an Applications Port* for connection to other communication devices, such as mobile phones and computers.**

What is the difference between the SoundStation2 models?

	SoundStation2 non-expandable	SoundStation2 non-expandable, w/ display	SoundStation2 expandable, w/ display
Polycom Acoustic Clarity Full Duplex	■	■	■
3 Cardioid microphones	■	■	■
10ft Microphone Pickup range	■	■	■
Intelligent microphone mixing	■	■	■
Dynamic Noise Reduction	■	■	■
Volume (adjustable up to 94 dBA @ 0.5m)	■	■	■
User selectable ring tones	■	■	■
12-key telephone keypad	■	■	■
Mute, Volume up/down keys	■	■	■
Mute, Conference keys	■	■	■
Graphical Backlit LCD		■	■
Configurable conference Speed Dial Key		■	■
3 Context sensitive soft-keys		■	■
Multi-lingual User Interface		■	■
CallerID		■	■
25 Entry Phone Book		■	■
RCA Auxiliary Audio Jack	■	■	■
Applications Port		■	■
EX microphone jacks			■



Q: How does SoundStation2 connect to other communication devices?

A: SoundStation2 uses optional cables that connects to an Applications Port on the side of the console*. If a communication device, such as a mobile phone, does not support this type of connection, an additional adapter is needed, which is not included with SoundStation2.

Connecting the SoundStation2 to a computer is similar to connecting speakers and a microphone to a computer. The SoundStation2 can then be used for phone calls over the Internet.

Q: How does SoundStation2 compare to the current SoundStation Premier?

A: SoundStation2 delivers voice quality equal to the SoundStation Premier, along with the new industrial design that includes the LCD* and all the features listed above. The ability to connect to other communication devices is another added benefit not found on the SoundStation Premier.

The SoundStation Premier also offers a number of options, such as a remote control, satellite console and wireless mics. The SoundStation2 does not offer these options.

Q: What is the maximum room size and maximum number of participants SoundStation2 can effectively handle?

A: SoundStation2 can handle a medium to small size rooms with coverage comparable to the SoundStation Premier.

Q: What is the warranty for SoundStation2? A: Standard warranty is 12 months, with extended warranty options also available.

Q: Is the SoundStation2 software upgradeable in the field?

A: No. There is no option for customers to update the software on the SoundStation2.

Q: If I buy the SoundStation2 for an analog (circuit switched) connection today, how do I upgrade to IP at a later date?

A: SoundStation2 is a circuit-switched product. To use it on IP telephone systems, the appropriate analog terminal adapter will have to be purchased from your IP telephony vendor.

Q: Does SoundStation2 work with a digital PBX?

A: SoundStation2 is an analog (circuit switched) conference phone and can be attached to a digital PBX (enterprise phone system) via an analog connection from a PBX analog line card or third-party adapter.

Q: What kind of Caller ID does SoundStation2 support? Will it work with my PBX?

A: SoundStation2 supports a variety of Caller ID standards allowing this feature to be used worldwide. The standards supported include Bellcore Standard Type I, ETSI, DTMF and BT. Caller ID may require activation by your local telephone company for a small monthly service fee.

Due to the diversity of Caller ID standards, some features may not be available in all areas. In addition, the quality of the telephone line connection may affect Caller ID functionality.

Some PBXs use proprietary Caller ID protocols, so only the telephones manufactured by the PBX manufacturer are able to decipher these proprietary-signaling schemes. Therefore, the Caller ID feature on SoundStation2 may not work in all PBX environments.

Q: Is a remote control available with SoundStation2?

A: No. SoundStation2 has no remote control option.

Q: Does SoundStation2 have independent auxiliary connections for external audio and inputs and outputs?

A: SoundStation2 has a versatile Auxiliary audio port that can be configured via the user interface to operate with wireless lapel microphones, tape recorders or to drive "Line-Out" audio devices.

Q: Can I buy a speaker system to use with SoundStation2? Can I route SoundStation2 through my PA system?

A: The "Line-out" mode of SoundStation2 may be able to drive an external speaker or PA system. Care needs to be exercised, as an inappropriate configuration may adversely affect the full-duplex operation of the product.

Q: Can I use my SoundStation2 extension ("EX") mics with older SoundStation, SoundStation Premier, SoundStation VTX 1000™ or SoundStation2W, and visa versa?

A: No, only the SoundStation2 extension microphones work with SoundStation2.

Q: Is this phone available in markets outside of the U.S.?

A: Yes. Please contact Polycom Sales to determine which product version is appropriate for your country. There are differences in power supply voltages and telephone approvals that need to be taken into account for each country.

* Not available on all models

** Connecting the SoundStation2 to a mobile phone is similar to connecting a headset to a mobile phone. Not all mobile phone models recognize the SoundStation2 as a headset. For a list of phones that are known to work with SoundStation2, please consult www.polycom.com.