



FREQUENTLY ASKED QUESTIONS

Polycom[®] SoundStation[®] IP 7000 Frequently Asked Questions

What is the SoundStation IP 7000?

The SoundStation IP 7000 is a high-performance IP conference phone ideally suited for offices, conference rooms, and boardrooms. It features phenomenal audio quality, with Polycom HD Voice technology at 22 kHz, along with advanced IP functionality and a number of different flexibility and expandability options.

What is Polycom HD Voice technology?

Polycom HD Voice delivers much clearer, more vibrant and life-like conversations than traditional phone technology. It combines wideband codecs with our patented Acoustic Clarity Technology into a complete, integrated design to maximize the audio performance of your phone. You can learn more by visiting www.polycom.com/hdvoice.

What does “22 kHz” mean in regards to the Polycom HD Voice capabilities of the SoundStation IP 7000?

22 kHz refers to the high end of the frequency response that the SoundStation IP 7000 is capable of delivering. The 22 kHz frequency response is nearly CD quality audio, and is even greater than the capabilities of the human voice. The SoundStation IP 7000 is the first conference phone ever developed that has been capable of audio performance at up to 22 kHz.

Does that mean every call I make on the SoundStation IP 7000 will be at 22 kHz HD Voice?

There are a number of factors in addition to the conference phone that determine the quality of the call. For example, calls to a traditional “narrow band” phone will be limited to the lower capabilities of that traditional phone. In addition,

the IP PBX or hosted IP telephony service that the phone is connected to will also determine the audio quality of the call. Check with your IP PBX or hosted service provider for more information on what types of wideband, or HD Voice, services are supported.

My IP PBX only supports wideband audio codecs that offer 7 kHz voice quality, so what are the benefits of the 22 kHz capabilities of the SoundStation IP 7000?

Even though your IP PBX supports 7 kHz wideband codecs today, it may support higher quality codecs in the future. Purchasing the SoundStation IP 7000 provides investment protection and security in knowing you have purchased a platform that can support these higher quality codecs.

Is HD Voice on the SoundStation IP 7000 compatible with HD Voice on a Polycom SoundPoint IP handset?

Yes, HD Voice calls can be established between those products. Check with your IP PBX or hosted service provider to verify support for HD Voice.

What if I call another phone that does not support HD Voice?

The call will be in narrowband, traditional phone quality if the other phone or audio conferencing service does not support wideband capabilities. Even in narrowband calls, the SoundStation IP 7000 offers the industry’s best narrowband audio quality on a conference phone.



Can multiple SoundStation IP 7000 units be connected together?

Yes, up to two of these conference phones can be connected (daisy-chained), with all microphones and speakers active, and the call controlled via either phone.

Can additional microphones be added to two SoundStation IP 7000s that are connected together?

Yes, up to two expansion microphones can be added to this configuration. The microphones on both the phones and expansion microphones will be active during a call and they are all synchronized so muting or un-muting one will mute or un-mute all.

Can the expansion microphones also be added to a single SoundStation IP 7000?

Yes, up to two expansion microphones can be added to a single phone.

Can expansion microphones from other Polycom conference phones be used with the SoundStation IP 7000?

No, the expansion microphones for the SoundStation IP 7000 were specifically designed for the high-fidelity capabilities of the phone, and expansion microphones from other models cannot be used with it.

Can Polycom Tabletop and Ceiling Microphone Arrays be used with SoundStation IP 7000?

The digital Polycom Microphone Arrays (tabletop or ceiling) are compatible with SoundStation IP 7000.

When connected to a Polycom HDX or RealPresence Group system the daisy-chained configuration of one (1) conference phones and up to two (2) microphone arrays is powered over the Microphone Array Cable from the video system, with the exception of the RealPresence Group Series 300 which supports one (1) conference phone and up to one (1) Microphone Array.

If Microphone Array(s) or Ceiling Microphone(s) are connected to a single SoundStation IP 7000 without a HDX or RealPresence Group system as a source of power, a Multi-Interface Module accessory is required to power the daisy-chained configuration of one (1) conference phone and up

to two (2) microphone arrays. Two daisy-chained SoundStation IP 7000s support a total of one (1) Microphone Array when powered via a Multi-Interface Module accessory.

Note:

Polycom RealPresence Group Series and Polycom HDX solutions support a maximum of one SoundStation IP 7000 conference phone. Daisy-chained conference phones are not supported.

Supported microphone arrays with video solutions			
Polycom Video Solution	# Conference phones	Supported # of Microphone arrays	Important to note
Polycom HDX Series	(1) SoundStation IP 7000	Up to two (2)	Powered over mic array cable from video system
Polycom RealPresence Group Series 700/500	(1) SoundStation IP 7000	Up to two (2)	Powered over mic array cable from video system
Polycom RealPresence Group Series 300	(1) SoundStation IP 7000	One (1)	Powered over mic array cable from video system
Supported microphone arrays with conference phone only solutions			
Phone-only Solution	# Conference phones	Supported # of Microphone arrays	Important to note
Single Console	(1) SoundStation IP 7000	Up to two (2)	Powered by Multi-Interface module accessory (required)
Daisy Chained Consoles	(2) SoundStation IP 7000 Daisy Chained	One (1)	Powered by Multi-Interface module accessory (required)

Can the SoundStation IP 7000 be connected to any Polycom video conferencing systems?

Yes, the SoundStation IP 7000 can be used with Polycom Real Presence Group Series and HDX video systems. Please refer to the [IP 7000 HDX and RealPresence Group Integration](#) document for more information.

What IP platforms can the SoundStation IP 7000 integrate with?

The SoundStation IP 7000 uses open SIP technology for IP telephony communications when integrated with one of the certified partner platforms. Visit <http://www.polycom.com/products-services/voice/conferencing-solutions/conferencing-phones/soundstation-ip-platform-compatibility.html> for more information on supported platforms.

Can I use the SoundStation IP 7000 on a SIP IP platform that is not on the list of certified partner platforms?

The phone is only supported for use on approved platforms, and we cannot guarantee performance



or interoperability on non- approved platforms.

Is the SIP software on the SoundStation IP 7000 the same software that is on the SoundPoint IP handsets, or is it unique to the conference phone?

It is the same core SIP software used on all of our SoundPoint IP, SoundStation IP and VVX phones, which is recognized for being very robust and feature-rich and having broad interoperability across many different partner platforms.

Can the SoundStation IP 7000 be connected to analog telephony lines?

No, it is only for use on certified IP partner platforms.

What applications are available for the SoundStation IP 7000?

The phone comes bundled with two software applications for free – one for LDAP directory integration, and the other for local 3- way visual conferencing. In the future, more applications will be available for the SoundStation IP 7000 from Polycom and third- party developers, and an API is also available if you would like to develop your own applications. For more information, visit <http://support.polycom.com/PolycomService/support/us/support/voice/index.html>

Is the SoundStation IP 7000 Power over Ethernet (PoE) capable? Does it have AC power capabilities for environments without PoE?

Yes, the phone console itself supports 802.3af PoE, so only a single cable is needed to supply data and power from a PoE-enabled Ethernet port. There is also an AC power kit available for non-PoE environments.

What does the 2.5mm Applications Port do?

The 2.5mm Applications Port allows the SoundStation IP7000 to connect to a mobile phone via the Mobile Device Cable accessory (optional). It then becomes a high-quality conference phone for a mobile phone.

You can also bridge together a call on your mobile phone with a call on the conference phone or connect to a PC for use with an IP soft phone client. The cables that connect the conference phone to a mobile phone or PC are available as optional accessories.

Note:

When two SoundStation IP 7000s are connected together, the microphones and speakers will be active on both units if a computer or mobile device is connected to the 2.5mm port of one of the SoundStation IP 7000s.

