

Frequently Asked Questions

Polycom® SoundStation® IP 6000



What is the SoundStation IP 6000?

The SoundStation IP 6000 is an advanced IP conference phone that delivers superior performance for small to midsize conference rooms. It features high-fidelity audio, with Polycom HD Voice™ technology at 14 kHz, along with advanced IP functionality for great performance in SIP-based IP environments.

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 Polycom Acoustic Clarity™ Technology 2 into a complete, integrated design to maximize the audio performance of your phone. You can learn more at www.polycom.com/hdvoice.

What does “14 kHz” mean in regards to the Polycom HD Voice capabilities of the SoundStation IP 6000?

14 kHz refers to the high end of the frequency response that the SoundStation IP 6000 is capable of delivering. The 14 kHz frequency response covers nearly the entire spectrum of the human voice.

Does that mean every call I make on the SoundStation IP 6000 will be at 14 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 14 kHz capabilities of the SoundStation IP 6000?

Even though your IP PBX supports 7 kHz wideband codecs today, it may support higher quality codecs in the future. Purchasing the SoundStation IP 6000 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 6000 compatible with HD Voice on a Polycom SoundPoint IP desktop phone?

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 6000 offers the industry's best narrowband audio quality on a conference phone.

Can the expansion microphones also be added to the SoundStation IP 6000?

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

Can expansion microphones from other Polycom conference phones be used with the SoundStation IP 6000?

The expansion microphones from the SoundStation VTX 1000 can also be used on the SoundStation IP 6000.

Can the SoundStation IP 6000 be connected to any Polycom video conferencing systems?

No, the IP 6000 cannot directly connect to any Polycom video systems.

What IP platforms can the SoundStation IP 6000 integrate with?

As with all Polycom SoundStation IP and SoundPoint IP phones, the SoundStation IP 6000 phone interoperates with many different IP telephony platforms that are based on open SIP standards. For information on specific integration partners, please visit http://www.polycom.com/products/voice/interoperability/platform_compatibility.html. Please be sure to check this site for compatible platforms before attempting to interoperate with an IP telephony system.

Can I use the SoundStation IP 6000 on a SIP IP platform that is not on the list of Polycom VIP partner platforms?

The phone is only supported for use on approved platforms, and we cannot guarantee performance or interoperability on non-approved platforms.

Will Microsoft Lync interoperability be supported on the SoundStation IP 6000?

No, full Microsoft Lync interoperability will not be supported on the SoundStation IP 6000. Any Microsoft Lync features such as firewall traversal or Lync based conferencing, requiring Interactive Connectivity Establishment (ICE) will not be available. The SoundStation Duo, SoundStation IP 5000, or CX3000 conference phones are fully supported for use in a Microsoft Lync environment.

Is the SIP software on the SoundStation IP 6000 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 and SoundStation IP phones, which is recognized for being very robust and feature-rich and having broad interoperability across many different partner platforms.

Can the SoundStation IP 6000 be connected to analog telephony lines?

No, it is only for use on certified IP platforms from one of our Polycom VIP partners. Visit www.polycom.com/vip for a complete list of Polycom VIP Partners.

Is the SoundStation IP 6000 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 Connection Port do?

The 2.5mm Connection Port is a line-level input that can be used to connect auxiliary audio devices (i.e., Polycom® Wireless Lapel Microphone1) with the SoundStation IP 6000.

About Polycom

Polycom is the global leader in standards-based unified communications (UC) solutions for telepresence, video, and voice powered by the Polycom® RealPresence™ Platform. The RealPresence Platform interoperates with the broadest range of business, mobile, and social applications and devices. More than 400,000 organizations trust Polycom solutions to collaborate and meet face-to-face from any location for more productive and effective engagement with colleagues, partners, customers, and prospects. Polycom, together with its broad partner ecosystem, provides customers with the best TCO, scalability, and security—on-premises, hosted, or cloud delivered.

For more information, visit www.polycom.com, call 1-800-POLYCOM, or contact your Polycom sales representative.

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