

# Frequently Asked Questions

## Polycom® SoundStation2W



### What is SoundStation2W?

SoundStation2W is Polycom's next-generation, wireless conference phone that gives users the freedom to conference anywhere team collaboration is important - even in rooms where there are no phone lines. With better voice quality than the original SoundStation, standard 2.4 GHz WDCT or 1.9 GHz DECT technology with voice encryption, up to 24 hours of talk time, and the ability to dial through a cell phone, the SoundStation2W is the new standard for everyday conferencing.

### What is so special about SoundStation2W?

The SoundStation2W provides the best value proposition of any conference phone under \$1,000. Aside from being Polycom's first wireless conference phone, the SoundStation2W introduces new features like cell phone and Internet dialing and a fully featured graphical LCD display and user interface.

### What SKU's are available?

There are two versions of SoundStation2W: SoundStation2W Basic (non-Expandable), and SoundStation2W EX. As a step up from the basic version, SoundStation2W EX provides excellent value with a 24 hour talk time battery (vs. 12 hr.), and optional expansion microphones can be added to it.

### Can this phone be sold in markets outside of the U.S.?

SoundStation2W models use either 2.4 GHz WDCT (Worldwide Digital Cordless Telecommunications) or the 1.9 GHz DECT (Digital Enhanced Cordless Telecommunications) standards, depending on the wireless requirements where the phone will be used.

### What about security?

The SoundStation2W is a highly secure voice communications solution. There are four factors that contribute to the robust security.

1. Unique pairing between console and base station.
2. WDCT digital spread spectrum technology provides secure transmission

3. The frequency hopping WDCT implementation makes it even more difficult for voice signal to be intercepted

4. We have added 64 bit voice encryption between the base station and console. This adds yet another layer of security in order to provide utmost confidence in the SoundStation2W solution.

### Why would I want a wireless conference phone?

Wireless provides two important benefits: 1) it enables mobility within the facility so people can use the phone in a wide variety of work spaces where group collaboration may be important but where it is not appropriate to have a wired conference phone. Some examples include: personal offices, temporary work spaces, hospitality lounges, and lab settings. 2) For situations where the phone is dedicated to a conference room, wireless provides a clean solution, alleviating the clutter and installation headaches of running cables to the table.

### When would I use the Applications Port with my mobile phone?

There are two primary usage scenarios. First, for locations or facilities that may not have any phone lines, you can use a cell phone as the dialing and network interface for the conference phone. This feature enables people to conduct a group speakerphone call with the advantages of a conference phone in locations like construction and production trailers, hotels, conference centers, and other temporary facility setups.

Secondly, the cell phone connector provides people working on the fly the convenience of instantly dialing a call using their personal phone book and taking advantage of the conference phone acoustics. Please see [www.polycom.com](http://www.polycom.com) for a list of compatible cell phones.



### **How do I use the Applications Port to make calls over the Internet?**

The computer calling cable (included with the SoundStation2W EX, optional on other models) allows you to connect your conference phone to your computer through the Applications Port. This allows you to hold productive conference calls using Internet phone services.

### **How does the SoundStation2W audio quality compare to the other Polycom conferencing units? Do you get the same voice quality even though its wireless?**

Like all the SoundStation units, the SoundStation2W provides excellent two way simultaneous conversation flow with Polycom's industry leading full duplex Acoustic Clarity Technology. In terms of room coverage and loudness, the SoundStation2W is on par with SoundStation2. The SoundStation VTX 1000™ has even greater room coverage capabilities as well as unparalleled 7 kHz wideband voice quality capabilities. Wireless operation does not degrade voice quality compared to other Polycom conference phones when used in similar environments.

### **What is the maximum room size and maximum number of participants SoundStation2W can effectively handle?**

SoundStation2W can handle a medium size conference room and can effectively cover people seated around the table up to 10 feet away from the phone. With the EX mics, the phone can extend to cover a larger room with a single row of overflow seating around the table.

### **How does the SoundStation2W compare to other wireless conference phones?**

The SoundStation2W is superior to other products on the market in six key areas:

1. Voice quality and room coverage
2. Wireless talk time
3. Security
4. Ease of use and user interface
5. Cell phone connectivity
6. Software upgradeability

The SoundStation2W is the world's only product to combine this range of valuable features in an affordable everyday conference phone.

### **What is the wireless technology? How does it work?**

SoundStation2W™ comes in three different formats. The product uses either 2.4 GHz WDCT (Worldwide Digital Cordless Telecommunications) or 1.9 GHz DECT (Digital Enhanced Cordless Telecommunications) standard technology. DECT 6.0 is the preferred standard for North America. WDCT is used in South America, and China, while DECT is used in Europe, parts of Asia, and Australia. WDCT and DECT are Digital Spread Spectrum protocols which are reliable, secure, and support excellent voice quality and a wide range of dialing features. Digital Spread Spectrum has been used by the military for many years because there is a low probability of signal interception and interference.

DSS technology breaks the voice stream into small fragments and spreads them over a wide range of frequencies for transmission to a receiver. Only the receiver that is uniquely registered to the transmitter will be able to reassemble the signal to deliver the voice stream. The SoundStation2W console and base station act as both transmitters and receivers. The console and base station pair are uniquely matched to each other. The console will only reassemble the signal sent from its matching base station and vice versa. Accordingly, the console will operate within 150 feet of its matched base station – not within 150 feet of any base station. The one to one pairing of console and base stations ensures secure voice signal transmission.

The SoundStation2W implements DSS using frequency hopping encoding. Frequency hopping transmits the audio signal fragments over rapidly switching frequencies in the 2.4 GHz and 1.9 GHz bands. Frequency hopping enables the SoundStation2W to automatically detect and avoid sources of potential interference such as other SoundStation2W phones or 802.11x WLAN clients.

### **What is the warranty for SoundStation2W?**

Standard warranty is 12 months in which the customer returns the defective unit to a Polycom factory for repair or replacement, and the unit is returned to the customer within 30 days.

**What Support Services are available on SoundStation2W?**

Premier Service offerings are available. Premier Service Offerings include: advance parts replacement/repair shipped for next business day delivery (Customs delays may affect actual delivery time in some regions), telephone technical support, and software upgrades.

**What do I need to set it up? Are there special requirements?**

The SoundStation2W ships with everything you'll need to enjoy the benefits of wireless conferencing. Installation is easy – much like a cordless phone. The Base Station plugs into a standard Analog phone jack and power outlet. The console automatically registers to the base station once the battery is inserted or power is applied. The phone is now ready for use. There is no configuration required.

**Does the SoundStation2W run over an 802.11 wireless network?**

No, the SoundStation2W operates completely independent of WLAN's, or the data network. However, the SoundStation2W, is likely a great fit for any organization that has deployed or is considering deploying a WLAN. The radio is tuned to ensure that it will not pose interference issues with 802.11 communications.

**What about interference with 802.11 wireless data networks?**

Under ordinary conditions, you should be able to have a high quality voice conversation using the SoundStation2W and use an 802.11 client application side by side without any interruptions. The WDCT frequency hopping implementation enables the SoundStation2W to detect and avoid channels in the 2.4 GHz band where there is WLAN or 802.11 activity.

**If I buy the SoundStation2W for an analog connection (circuit switch) today, how do I upgrade to IP? Can I use the SoundStation2W in a VoIP environment?**

Many IP PBX manufacturers, such as Avaya and Cisco, provide Analog Terminal Adapters (ATA) for use with PC modems and fax machines (which use analog line connections). You will need to use the manufacturers' ATA to connect your current SoundStation2W base station to the IP PBX. Polycom does not provide ATAs for IP PBX manufacturers as

many of today's IP PBX manufacturers use proprietary IP protocols to communicate with their telephones, similar to current enterprise PBX solutions.

**Will all the features work on an IP network if I use an ATA?**

Yes.

**Does SoundStation2W work with my digital PBX?**

SoundStation2W is a circuit switched (analog) conference phone and the base station can be attached to a digital PBX (enterprise phone system) via an analog connection from a PBX analog line card, and will operate to its full capabilities. No PBX-specific digital versions of SoundStation2W are planned in the foreseeable future.

**Can I attach SoundStation2W Base Station to my digital PBX using an analog adapter?**

Yes.

**Is there a battery? How do you recharge it? How long does it last?**

Yes the SoundStation2W ships with a rechargeable Lithium-Ion two cell (12-hour talk time) or four cell (24-hour talk time) battery pack. Recharging the battery is similar to recharging a notebook PC. You leave the battery in the phone and plug the charger directly into the side of the phone. You can continue your conversation while the phone is charging, or unplug the charger without any interruption once the battery is charged. The SoundStation2W is designed to accept either battery pack. Both batteries are available as accessories. Based on normal usage conditions, the batteries will last 12-18 months. Replacement batteries can be purchased through any Polycom reseller.

**How do I know how much talk time I have left?**

The LCD on the console has a continuous battery power icon that indicates remaining talk time. The phone is designed to send audible and visual alerts when the power is running low.

**What do I do if the battery runs low during a call?**

With the portable charger, you can simply plug the power cable into the phone during the call and continue the conversation without any interruption.

**Why would I buy the 24 hour talk time accessory battery?**

Based on our estimates of normal usage, the 24 hour talk time battery will provide over 1 week of continuous wireless operation without the need to recharge. This dramatically simplifies managing wireless deployment in your organization.

**Why isn't the battery providing the specified amount of talk time?**

Li-Ion batteries usually require 3-4 charge and full discharge cycles, in order to perform to their peak capacity. During the first few cycles, talk time could be 20-25% lower. After cycling the battery several times, it will provide the specified talk and standby time.

**What do you do to replace the battery?**

There is an easily accessible battery compartment on the bottom of the phone. No tools are required to remove and replace the battery.

**How does the Applications Port work using a mobile phone?**

The connector is a four foot cable that links the console to the headset jack of a cell phone. The plug is a standard 2.5mm headset connector. Once the two phones are connected the console acts as a speakerphone for the cell phone. Dial the call using the cell phone interface and speak hands free through the SoundStation2W console. You can transfer back and forth between speakerphone mode and normal cell phone mode by unplugging the headset connector. The phone call transmission takes place through the cell network in this case rather than the landline. Accordingly, this feature has powerful benefits in environments where there are no landlines available. The only requirement is that the base station is plugged into AC power and is registered to the console.

**Does the cell phone connector cable work with all cell phones?**

Yes, the cable will work with all cell phones. However, some cell phones may require a headset plug adapter to accept the 2.5mm plug. The adapters are the same as used in universal hands-free kits for cell phones and are widely available. Please visit [www.polycom.com](http://www.polycom.com) for a list of compatible cell phones.

**Is the voice quality the same everywhere you use the phone? The same over a cell phone vs. landline?**

When using the SoundStation2W in conjunction with a cell phone, performance may be affected by quality of the cell phone connection. However, the SoundStation2W will still enable simultaneous two way conversation (full duplex). In addition, you may experience some variations in the SoundStation2W full duplex quality if using the phone in very large open spaces.

**How does the Applications Port connect to my computer for Internet phone calls?**

The Applications Port uses the computer calling cable (included with the SoundStation2W EX, optional on other models) to connect to the headphone/line-out and microphone/line-in ports on the computer. To use it, simply select the IP Mode option on the phone, and initiate the call over the Internet. The call is now using the SoundStation2W speaker and microphones, providing the same great audio quality and room coverage you always get with the SoundStation2W.

**Is there a base station for every console or do multiple phones work with the same base?**

Yes, there is a unique base station for each console. Only one console will work off of any given base station. Other features such as the console locating button on the base station, and the ability to program the console UI with a "home" location facilitate keeping track of console-base station pairs.

**Are the EX microphones wireless as well?**

No, at this time the EX microphones are wired.

**Can I use my SoundStation2W EX Microphones with other Polycom conference phone EX microphones and vice versa?**

No. The SoundStation2W extension microphones are designed specifically for low power consumption for the SoundStation2W EX and will not work with any other Polycom voice product.

**What kind of Caller ID does SoundStation2W have? Will it work with my PBX?**

SoundStation2W supports a variety of Caller ID standards allowing this feature to be used worldwide. The standards supported include Bellcore Standard Type 1, 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 SoundStation2W may not work in all PBX environments.

**Is a remote control available with SoundStation2W?**

No, SoundStation2W does not have a remote control available. However, by virtue of being wireless it is easy for the user to move the phone closer to dial and then reposition in the center of the table during the call.

**Does SoundStation2W have independent auxiliary connections for external audio and inputs and outputs?**

The SoundStation2W does have AUX out capability. The RCA port is on the Base Station. The Aux Out function is activated through the console user interface to ensure intentional recording. The SoundStation2W does not support Aux In capability.

**Does Polycom sell auxiliary audio input and output accessories to the SoundStation2W system?**

No, Polycom does not sell any Aux out accessories for the SoundStation2W.

**Can I buy a speaker system myself to use with SoundStation2W? Can I route it through my PA system?**

SoundStation2W can be configured for a variety of audio output devices, and if a device falls within the settings specifications highlighted in the SoundStation2W Users Guide, theoretically the device(s) will work satisfactorily. However, Polycom is

not responsible for poor 3rd party product performance, and attaching certain 3rd party devices to SoundStation2W may hinder full duplex performance on the system.

**Can the SoundStation2W be connected into a Vortex® system?**

No, the SoundStation2W cannot be connected to the Vortex system. We recommend the SoundStation VTX 1000 for integrated solutions with the Vortex product line.

**Are software updates Free?**

Software “Updates” are free, but there will be a fee for Software “Upgrades”. A software update fixes a specific “bug” and does not add new features. A software upgrade is defined as “a post-sale software addition that adds features, increases functionality, or facilitates an increase in functionality”. If you are under a Polycom Premier Service agreement, you are entitled to software upgrades for free and will be automatically notified of Software updates and upgrades as they are available.