

Frequently Asked Questions

Polycom® SoundStation Duo™



What is the Polycom® SoundStation Duo™ conference phone?

The SoundStation Duo is a dual-mode conference phone that delivers superior performance for small to midsize conference rooms in both circuit-switched and IP environments.

What are the advantages of SoundStation Duo's dual-mode capability?

Since the SoundStation Duo phone is a fully functional circuit-switched conference phone, as well as supporting VoIP environments, it provides the ultimate in investment protection. If your organization or conference rooms are currently using circuit-switched telephony but you plan to migrate to VoIP in the near future, SoundStation Duo is the perfect conference phone for you. If you have already migrated to a SIP-based telephony platform, Polycom IP phones offer the broadest SIP platform interoperability. Additionally in IP environments, SoundStation Duo provides automatic failover to circuit-switched mode if the IP network connection drops. In this situation, the dropped call must be re-established by redialing. (Note: SoundStation Duo cannot make circuit-switched and VoIP calls simultaneously.)

What other benefits does the SoundStation Duo provide?

The SoundStation Duo phone also provides a lower cost of deployment and administration. The SoundStation Duo conference phone, along with all Polycom IP phones, offers a Web configuration tool that provides a simplified six-step setup process and eliminates the need for a sophisticated IT resource or a boot server to get the phone up and running. Even in circuit-switched telephony environments, the phone can be connected to a network for administration, corporate directory access (LDAP), updating software, line key configuration, and running diagnostics. In SIP-based IP environments, it features high-fidelity audio, with Polycom HD Voice™ technology at 7 kHz, along with advanced IP functionality for great performance.

What is Polycom HD Voice™ technology?

In IP environments, Polycom HD Voice technology delivers much clearer, more vibrant and more life-like conversations than traditional analog phone technology. It combines wideband audio 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 about Polycom HD Voice at www.polycom.com/hdvoice.

Does that mean every call I make on the SoundStation Duo will be HD voice quality?

There are a number of factors—in addition to the conference phone used—that determine the quality of a call. For example, calls to a traditional narrow band phone will be limited to the lower capabilities of that traditional phone. The IP PBX or hosted IP telephony service that a 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. SoundStation Duo does not deliver HD Voice in circuit-switched mode.

Is HD Voice on the SoundStation Duo 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 Duo phone offers the industry's best narrowband audio quality on a conference phone. The SoundStation Duo conference phone does not support HD Voice in circuit switched mode.

What is the maximum room size and maximum number of participants the SoundStation Duo phone can effectively handle?

SoundStation Duo can easily cover rooms of up to 400 square feet. (36 square meters) and is suitable for small to midsize rooms with 4 to 20 people.

Can expansion microphones also be added to the SoundStation Duo phone?

Yes, up to two wired expansion microphones can be added to a single phone, delivering room coverage up to 560 square feet (52 square meters). Polycom Wireless Expansion Microphones are not supported with the SoundStation Duo phone.

Can expansion microphones from other Polycom conference phones be used with the SoundStation Duo phone?

The Polycom CX3000 and SoundStation Duo conference phones use the same expansion microphones.

Can the SoundStation Duo phone be connected to any Polycom video conferencing systems?

No, the SoundStation Duo phone cannot directly connect to any Polycom video systems. The SoundStation IP 7000 conference phone is the appropriate choice for integration with Polycom HDX® video solutions.

What IP platforms can the SoundStation Duo phone integrate with?

As with all Polycom SoundStation IP and SoundPoint IP phones, the SoundStation Duo phone interoperates with many different IP telephony platforms that are based on open SIP standards. For information on specific integration partners, visit 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 Duo phone 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.

Is the SIP software on the SoundStation Duo phone 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.

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

Yes, when operated in SIP mode 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. The phone ships with an AC power supply for non-PoE or analog environments.

What does the 2.5mm Connection Port do?

The 2.5mm Connection Port lets users connect other communication devices, such as mobile phones and computers in order to use the SoundStation Duo phone as a speakerphone.

Does the SoundStation Duo phone have independent auxiliary connections for external audio inputs or outputs?

The SoundStation Duo phone does not include an Auxiliary audio port for use with a wireless lapel pin microphone or to drive "Line-Out" audio devices.

Does the SoundStation Duo conference phone work with a digital PBX?

The SoundStation Duo phone is a full-function analog (circuit-switched) as well as an IP conference phone and therefore can be attached to a digital PBX via an analog connection from a PBX analog line card or third-party adapter. Alternatively the SoundStation Duo phone can be connected via IP through a SIP gateway.

How does the SoundStation Duo phone compare to the Polycom CX3000 in Microsoft environments?

The Polycom CX3000 IP conference phone is optimized for Microsoft® Lync™ and delivers the best level of integration and the familiar interface to users that enjoy and value the Microsoft Lync user experience. Like all other Polycom Open SIP phones, the SoundStation Duo conference phone delivers standard phone functionality across the broadest and increasing range of supported SIP platforms.

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