



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.

