

# Frequently Asked Questions

## Polycom<sup>®</sup> VoiceStation<sup>®</sup> 500

**Q: What is VoiceStation 500?**

A: The Polycom VoiceStation 500 is a small conference phone ideally suited for desktops, offices, and other small rooms.

**Q: How does VoiceStation 500 compare to the VoiceStation 300?**

A: The VoiceStation 500 is Bluetooth enabled for connecting to mobile phones or computers. It also features an Applications Port for wired connections to mobile phones and computers that are not Bluetooth-enabled.

**Q: How does VoiceStation 500 compare to the VoiceStation 100?**

A: The VoiceStation 500 features greater microphone coverage and better audio quality than the previous-generation VoiceStation 100.

**Q: How does VoiceStation 500 compare to the SoundStation2?**

A: SoundStation2 features 50% greater microphone coverage and loudness than the VoiceStation 500, as well as additional audio enhancements. SoundStation2 also features a graphical backlit LCD display for caller ID, phone book, and other features. Any meeting space that is larger than an office or small room should use a SoundStation2 rather than the VoiceStation 500.

**Q: What is Bluetooth technology?**

A: The Bluetooth Specification defines a low-cost, low-power global radio standard for connecting devices. Using an efficient time-sharing architecture designed with advanced frequency hopping and small packet sizes, the technology is able to maintain high transmission speeds while operating in the unlicensed 2.4GHz radio spectrum. You can learn more at [www.bluetooth.com](http://www.bluetooth.com).

**Q: How does the Bluetooth functionality work in the VoiceStation 500?**

A: A Bluetooth-enabled device such as a mobile phone, headset or personal computer can pair with the VoiceStation 500 and use the speaker & microphones of the VoiceStation 500 for high-quality, hands-free conversations.

**Q: Which Bluetooth-enabled products will the VoiceStation 500 pair with?**

A: The VoiceStation 500 will recognize most devices that are enabled with standards based Bluetooth capability. The VoiceStation 500 is intended to work with other types of communication devices such as mobile phones, Bluetooth headsets and Bluetooth-enabled computers that you use for computer calling.

**Q: How do I pair my Bluetooth-enabled device with a VoiceStation 500?**

A: Make sure Bluetooth is enabled on the device and that you place it close to the VoiceStation 500. Then, simply press and hold the Mode button on the VoiceStation 500 for 3 seconds. For more information, please consult the VoiceStation 500 User Guide.

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

A: The mobile phone cable (included with the VoiceStation 500) links the console to the headset jack of a mobile phone. The plug is a standard 2.5mm headset connector. Once the two phones are connected the console acts as a speakerphone for the mobile phone. Dial the call using the mobile phone interface and speak hands free through the VoiceStation 500 console. You can transfer back and forth between speakerphone mode and normal mobile phone mode by unplugging the headset connector. The phone call transmission takes place through the mobile network in this case rather than the



landline. Accordingly, this feature has powerful benefits in environments where there are no landlines available.

**Q: Does the mobile phone connector cable work with all mobile phones?**

A: The cable will work with most mobile phones. However, some mobile 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 mobile phones and are widely available.

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

A: The computer calling cable (included with the VoiceStation 500) 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.

**Q: What is the maximum number of participants VoiceStation 500 can effectively handle?**

A: VoiceStation 500 can effectively cover up to four participants. The SoundStation2 should be used for larger groups.

**Q: What is the warranty for VoiceStation 500?**

A: The standard warranty is 12 months.

**Q: Is the VoiceStation 500 software upgradeable?**

A: No, there is no option for customers to update the software on the VoiceStation 500.

**Q: Does VoiceStation 500 work with a digital PBX?**

A: VoiceStation 500 is an analog (circuit switched) conference phone and can be attached to a digital PBX (enterprise phone system) via an analog connection from a PBX analog line card or third-party adapter

**Q: Does VoiceStation 500 have expansion microphones available?**

A: No, there are no expansion microphones available for the VoiceStation 500.

**Q: Is this phone available in markets outside of the U.S.?**

A: Yes, this product is available outside the U.S. Please contact Polycom Sales to determine which product version is appropriate for your country. There are differences in power supply voltages and telephone approvals that need to be taken into account for each country.