

Frequently Asked Questions

Polycom® SoundStation® IP 7000 Integration with Polycom HDX®



What is the benefit of using the Polycom SoundStation IP 7000 conference phone with an HDX solution instead of using the HDX remote control to dial video calls?

The SoundStation IP 7000 phone can be used as an interface to the HDX video system for performing basic functions, such as dialing and hanging up video calls, and starting or stopping content sharing. Using the conference phone to perform these tasks provides a familiar and consistent user interface for both voice and video calls. Plus, using the conference phone for these functions minimizes the impact should the HDX remote be lost or misplaced.

When connected to an HDX system, are the microphones on the SoundStation IP 7000 phone active during video calls?

Yes, the microphones on the conference phone are used in conjunction with any other microphones that are also connected to the video system. The conference phone offers 20 feet of microphone pickup. The microphone pickup can be expanded by connecting additional microphones to the conference phone or HDX system.

Are there any accessories I need to purchase to connect the conference phone to an HDX system?

A version of the SoundStation IP 7000 phone specifically packaged with a cable for integration with the HDX solution is available.

If a SoundStation IP 7000 model that does not include this cable is being connected to HDX, an accessory cable available in various lengths up to 50 foot (15 meters) will need to be ordered separately. Connecting the SoundStation IP 7000 phone to an HDX system requires a cable with a "walta"-style connector on each end (in addition, for the HDX 9000 system, a Walta-to-RJ-45 adapter is also needed). Check with your Polycom reseller for the part numbers and prices for these different cable options.

Do any conference phones other than the SoundStation IP 7000 phone connect to HDX systems?

No, the SoundStation IP 7000 phone is the only conference phone that integrates with HDX systems.

When the conference phone is connected to an HDX system, how can it be used to dial an audio-only call?

When connected to an HDX system, there are three different ways the SoundStation IP 7000 phone can be used to dial audio-only phone calls:

1. If the phone is registered with a supported SIP call control platform, the conference phone can dial SIP IP phone calls, in addition to being used for its video integration functions with the HDX system
2. If no supported SIP call platform is available, the conference phone can dial PSTN phone calls via the POTS port built into HDX 4000, 8000 or 9000 solutions. Simply run an analog line to the conference room and plug it into the HDX system, and use the conference phone to dial POTS audio-only calls.

3. If an HDX system is connected to ISDN, that connection can also be used by the conference phone to dial audio-only calls.

Please refer to the documentation for more information.

What IP telephony platforms can the SoundStation IP 7000 conference phone integrate with?

As with all Polycom SoundStation IP and SoundPoint IP phones, the SoundStation IP 7000 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 still use a SoundStation IP 7000 conference phone with my IP telephony system if it is not on the list of compatible platforms?

The SoundStation IP 7000 phone is only supported for use with select open SIP platforms. A complete list is available at http://www.polycom.com/products/voice/interoperability/platform_compatibility.html.

Any platforms that are not on this list do not have supported interoperability.

How do I update the software on the SoundStation IP 7000 phone?

The software is updated in the same manner as our other IP phones: via a boot server. Please refer to the product documentation for details of how to set up a server to update the software automatically on all of your SoundStation IP 7000 conference phones.

Can an HDX system be used to deliver software updates to the conference phone?

No, a boot server is the only way to update the software on the SoundStation IP 7000 phone today.

Can I connect both the SoundStation IP 7000 phone and SoundStructure audio solution to the same HDX system?

No, only one of these systems can connect at a time to an HDX system.

Can I use management tools, such as Polycom CMA® or SE-200, to manage the SoundStation IP 7000 conference phone?

Not today, though this enhancement may be available in the future.

Can I add expansion microphones to the SoundStation IP 7000 phone while it is connected to an HDX system?

Yes, after the phone is connected to the HDX system, one open expansion microphone port is available. The other port on the phone

that would be used to connect a second expansion microphone is needed to connect the conference phone to the HDX system. There are three options for expanding microphone pickup:

1. Connect one SoundStation IP 7000 analog expansion microphone directly to the conference phone. This microphone will be used during all voice and video calls.
2. Connect up to a total of two HDX digital tabletop (or ceiling) microphone arrays—in any order—with the SoundStation IP 7000 phone. These microphones will be used during all voice and video calls.

Note: When not integrated with an HDX system, a Multi-Interface Module is needed to provide adequate power to support configurations including digital HDX microphones connected with the SoundStation IP 7000 phone.

3. Any auxiliary input and analog microphones for the HDX system are used during all audio and video calls. If the HDX system is in sleep mode, only the SoundStation IP 7000 phone and attached microphones are used in audio-only calls.

What's the difference between the HDX Microphone Array and the SoundStation IP 7000 Extension Mics?

Standard SoundStation IP 7000 extension microphones are analog devices and have a single microphone. The HDX Microphone Arrays are digital and have three (3) microphones.

The cable for SoundStation IP 7000 analog extension microphones is different than the cable required for the digital HDX Microphone Arrays.

Do I need to connect a separate power supply to the conference phone when it is connected to the HDX system?

No, the SoundStation IP 7000 phone and any supported microphones attached to it draw power through the connection to the HDX system, with no separate AC power supply needed.

What is the behavior of the microphones and speakers of the SoundStation IP 7000 phone and HDX system during audio-only, video-only or mixed calls?

Independent of the call scenario, all microphones including extension microphones of the SoundStation IP 7000 phone and the HDX system (including auxiliary input and HDX analog microphones) are used.

Speakers are used in the following ways:

1. Video-only calls use the HDX speakers only
2. Audio-only calls use the SoundStation IP 7000 speaker
3. Adding video to an audio only call switches from the SoundStation IP 7000 conference phone to HDX speakers as soon as the video call has been connected
4. When adding audio to a video call, the HDX speakers are used as long as there is one (1) video participant

Polycom Worldwide Headquarters
4750 Willow Road, Pleasanton, CA 94588
1.800.POLYCOM or +1.925.924.6000
www.polycom.com

