Polycom SoundStation IP 4000 SIP

Frequently Asked Questions

Why Polycom conference IP phones?

Polycom is committed to a line of high-quality and easy-to-use IP conference phones that make business communications productive and efficient. The SoundStation IP 4000 utilizes Polycom's award-winning full-duplex speakerphone technology for natural, two-way conversations. It has a backlit, graphical LCD for call status and menu driven applications. The SoundStation IP 4000 offers easy access to standard telephony features through dedicated hard keys and 3 context-sensitive softkeys. It features a single 10/100 Mbps Ethernet port and is software upgradeable. The SoundStation IP 4000 supports the SIP protocol and must be used in conjunction with one of Polycom's SIP Voice over IP Technology Partner's solutions to ensure full functionality and reliable operation. This phone cannot work as a stand-alone unit.

What is a Technology Partner?

Working with a Technology Partner is what allows Polycom to provide an end to end IP telephony solution. These partners provide either directly or through their own partnerships, the components that make up IP telephony solutions. Because of the call signaling complexity, Polycom, in most cases, engages a joint development level to ensure that the combined solutions integrate seamlessly. For a current list of VoIP Technology Partners and the Polycom IP phones that work on the platform, please visit www.polycom.com.

Why does Polycom work with Technology Partners?

Polycom's strength is in providing high quality voice communications endpoints with superb audio performance. Our strategy is to supply standards based endpoints that demonstrate Polycom's expertise and work with partners that are leaders in their fields to provide the best solutions available to users. The phones are designed to work in conjunction with telephony servers developed by our Technology Partners. The servers provided by the partners provide both traditional telephony features and more advanced features like unified messaging, conference bridging, collaboration tools and browsing capabilities. Polycom focuses on delivering audio endpoints capable of delivering a complete suite of features as well as the superb quality and audio reproduction that has become synonymous with Polycom audio products. For a current list of VoIP Technology Partners and the Polycom IP phones that work on the platform, please visit www.polycom.com.

Can the SoundStation IP 4000 be used in "standalone" mode?

No, the SoundStation IP 4000 must be connected to one of Polycom's VoIP Technology Partner's solutions that supports the SIP protocol.

What platform does it work with?

The SoundStation IP 4000 supports the SIP protocol. For a list of Polycom's SIP Technology Partners that have certified this product with their solution, please visit www.polycom.com.

The Polycom SoundStation IP 3000 supports H.323 and 3Com® SuperStack® and NBX® platforms.

What does the SoundStation IP 4000 cost?

We have 2 part numbers related to the SoundStation IP 4000:

- SoundStation IP 4000 EX (Expandable) - North America
  p/n 2200-06640-001 - $1099 US MSRP
- SoundStation IP 4000 EX Microphones - North America
  p/n 2200-07155-002 - $299.00 US MSRP

Where can I purchase the SoundStation IP 4000?

SoundStation IP 4000 is available through Polycom Certified VoIP VARs and Service Providers that provide network communications solutions. These VARs and Service Providers have met the stringent requirements of becoming certified that include training and technical support for their customers.

What documentation is available?

Please visit the Documentation section on the Polycom web site for a complete list of available documents including data sheets and quick start guides. You should also check with your reseller for any custom documents developed by the Technology Partner.

What room size does the SoundStation IP 4000 support?

The phone is ideal for small to medium sized conference rooms as well as SIP enabled offices.   The microphones allow for up to 10 feet of pickup range supporting rooms of approx. 20 x 20 ft w/o extension microphones or 20 x 30 ft with extension mics.

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Is the SoundStation IP 4000 expandable with external microphones?

Yes, optional extension microphones are available for the SoundStation IP 4000.

What audio codecs does SoundStation IP 4000 support?

The following codecs are supported: G.711 (A-Law), G.711 (µ-Law) and G.729A.

Is it compatible with Cisco Call Manager or Avaya IP Telephony systems?

Each of the solutions noted above have a compatible product available through their Channels only.

Does SoundStation IP 4000 have a built in Ethernet switch?

No.

How is the SoundStation IP 4000 powered?

The SoundStation IP 4000 draws power from an AC wall adapter. Power over Ethernet is not supported at this time.

How do you dial a phone call on the SoundStation IP 4000?

Calls can be dialed using a phone number e.g. 9-1-800-414-5145 or optionally by IP address e.g. 172.45.6.23.

Does SoundStation IP 4000 interoperate with my existing non-IP telephone system?

No, SoundStation IP connects to an IP network that carries the digitized voice packets. It cannot be plugged into a regular telephone jack. Interworking with regular phones can be achieved if an IP/TDM gateway is installed in your network. Please contact your certified Polycom Channel Partner for more information.

Does SoundStation IP 4000 interoperate with Polycom's SIP Video and MGC™ Equipment?

Yes, since it is based on the SIP protocol, it is possible to make audio calls between SoundStation IP 4000 and Polycom VSX™-series and MGC terminals.

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