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Polycom 2201-15600-001

Polycom SoundStation IP6000 User Manual

Model: 2201-15600-001

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Polycom SoundStation IP6000 VoIP Conference Telephone. The SoundStation IP6000 is designed to deliver superior voice conferencing experiences with advanced features and robust performance.

PRODUCT OVERVIEW

The Polycom SoundStation IP6000 is a high-performance IP conference phone engineered for crystal-clear voice communication in conference environments. It features Polycom HD Voice technology for unmatched clarity, making conference calls more productive.

Key Features:

- **Polycom HD Voice:** Delivers high-fidelity audio for clear and natural conversations.
- **Microphone Pickup:** Features a 12-foot voice microphone pickup range with automatic gain control, extending coverage for larger rooms (up to 20 x 30 feet with optional extensions).
- **Backlit LCD Display:** A 248 x 68 pixel resolution LCD provides easy menu navigation and call information.
- **SIP Software Endpoints:** Utilizes industry-leading SIP software for advanced call handling, provisioning, security, and robust features.
- **Broad Interoperability:** Compatible with a wide range of SIP call platforms.
- **Network Interface:** Equipped with a 10/100BaseT Ethernet network interface, supporting both Static IP and DHCP configurations.
- **Codec Support:** Supports G.711, G.729A, G.722, G.722.1, G.722.1C Siren, and 14 protocols.
- **Management:** Supports web-based (HTTP), FTP/TFTP/HTTP/HTTPS configuration for software updates and file management.



Figure 1: Polycom SoundStation IP6000 conference phone with its power adapter. The phone is triangular with a central speaker and keypad, and the power adapter is shown coiled next to it.

SETUP

Follow these steps to set up your Polycom SoundStation IP6000:

1. Power Connection:

- If using Power over Ethernet (PoE), connect an Ethernet cable from a PoE-enabled network switch or injector to the LAN port on the SoundStation IP6000.
- If not using PoE, connect the external power supply (sold separately) to the power input port on the phone, then plug the power supply into a standard electrical outlet.

2. Network Connection: Connect an Ethernet cable from your network router or switch to the LAN port on the SoundStation IP6000. The phone supports 10/100BaseT Ethernet.

3. Initial Boot-up: Once powered and connected to the network, the phone will begin its boot-up sequence. The display will show boot progress.

4. Network Configuration: The phone can obtain an IP address via DHCP automatically. If a static IP is required, this can be configured through the phone's menu or web interface after initial boot-up.

5. SIP Registration: Follow your VoIP service provider's or IT administrator's instructions to register the phone with your SIP server. This typically involves entering SIP server address, user ID, and password via the phone's menu or web interface.



Figure 2: Bottom view of the Polycom SoundStation IP6000, showing the network port, power input, and product information label.

OPERATING INSTRUCTIONS

The SoundStation IP6000 is designed for intuitive operation.

Making a Call:

1. Lift the handset (if applicable) or press the **Speaker** button.
2. Dial the desired phone number using the keypad.
3. Press the **Dial** or **Send** button.

Answering a Call:

- When the phone rings, press the **Speaker** button or the **Answer** soft key on the display.

Using the Display and Menu:

- The backlit LCD display shows call status, menu options, and system information.
- Use the navigation arrows (**Up**, **Down**, **Left**, **Right**) to scroll through menus.
- Press the **Select** or **OK** button (usually the center button of the navigation cluster) to confirm selections.
- Press the **Menu** button to access the main menu.
- Press the **Exit** button to go back to the previous screen or exit a menu.

Volume Control:

- Use the **Volume Up** and **Volume Down** buttons during a call to adjust the speaker volume.

MAINTENANCE

To ensure the longevity and optimal performance of your Polycom SoundStation IP6000, follow these simple maintenance guidelines:

- **Cleaning:** Gently wipe the phone's surface with a soft, damp cloth. Avoid using abrasive cleaners, solvents, or strong chemicals, as these can damage the finish and electronic components.
- **Ventilation:** Ensure that the ventilation openings on the phone are not blocked to prevent overheating.
- **Cable Management:** Keep all cables neatly organized and free from kinks or excessive tension to prevent damage.
- **Environmental Conditions:** Operate the phone within recommended temperature and humidity ranges. Avoid exposing it to extreme temperatures, direct sunlight, or high moisture.

TROUBLESHOOTING

If you encounter issues with your SoundStation IP6000, refer to the following common troubleshooting steps:

• No Power/Display Off:

- Check if the power adapter is securely connected to the phone and the electrical outlet.
- If using PoE, ensure the Ethernet cable is properly connected and the PoE source is active.

• No Dial Tone/Cannot Make Calls:

- Verify that the Ethernet cable is securely connected to the LAN port and your network.
- Check network connectivity (e.g., ensure your router/switch is working).
- Confirm that the phone is successfully registered with your SIP server. Check the phone's display for registration status or error messages.
- Restart the phone by disconnecting and reconnecting power.

• Poor Audio Quality:

- Ensure the microphone and speaker areas are not obstructed.
- Check your network connection for stability and bandwidth.
- Adjust the volume using the volume buttons.

• Cannot Access Web Interface:

- Ensure the phone is connected to the network and has a valid IP address.
- Verify you are entering the correct IP address in your web browser.
- Check for any firewall settings on your computer or network that might be blocking access.

For more advanced troubleshooting or persistent issues, consult your IT administrator or Polycom support.

SPECIFICATIONS

Feature	Detail
Brand	Polycom
Model Number	2201-15600-001
Item Weight	3 pounds
Product Dimensions	15 x 12 x 10 inches
Telephone Type	Corded
Dialer Type	Single Keypad
Caller Identification	Yes
Codec Support	G.711, G.729A, G.722, G.722.1, G.722.1C Siren, 14
Protocol Support	IETF SIP (RFC3261 and Companion RFCs)
Network Interface	10/100BaseT Ethernet
Management Support	Web-based (HTTP), FTP/TFTP/HTTP/HTTPS configuration

WARRANTY AND SUPPORT

For information regarding the warranty of your Polycom SoundStation IP6000, please refer to the warranty documentation provided at the time of purchase or visit the official Polycom website.

Technical support and additional resources, including firmware updates and detailed configuration guides, can typically be found on the Polycom support portal. The device supports web-based management for configuration and software updates.