

# Frequently Asked Questions

## Polycom<sup>®</sup> SoundStation2<sup>™</sup> Avaya<sup>®</sup> 2490

**Q: What are the new SoundStation2 models that replace the SoundStation Premier<sup>®</sup> 500D/550D?**

A: Two new models are now available: SoundStation2 Direct Connect for Nortel PBXs and SoundStation2 Avaya 2490 for Avaya DEFINITY PBXs.

These conference phones are the latest addition to the SoundStation2 family. They allow customers to connect the conference phone directly to a digital PBX line without the need for additional PBX adapters or for running a special analog line into the conference room.

Note: The SoundStation2 Direct Connect / SoundStation2 Avaya **can not** be connected to a regular analog telephone (POTS) line.

**Q: What PBXs is the SoundStation2 Avaya compatible with?**

A: The SoundStation2 Direct Connect works with Avaya DEFINITY PBX systems.

**Q: Are other PBX integrations also supported?**

A: Other PBX vendors are not supported at this time.

**Q: Is there a difference in audio performance between the SoundStation2 Avaya and the regular SoundStation2?**

A: No, you can expect the same great audio performance, which is ideally suited for medium/small conference rooms and offices.

**Q: Is the SoundStation2 Avaya 2490 equivalent to the SoundStation Premier 500D / 550D for Avaya?**

A: Whereas the PBX connectivity options are exactly the same, the SoundStation2 offers a number of exciting enhancements over the SoundStation Premier 500D/550D models, including a backlit LCD for productivity enhancing applications. It also enables new ways of using your conference phone like computer calling and mobile phone call enhancement.

In addition, the user interface of SoundStation2 Avaya supports seven different languages: English, German, French, Italian, Spanish, Portuguese and Norwegian.

**Q: Can a digital PBX port be shared between a digital desktop telephone and a SoundStation2 Avaya?**

A: Yes, after connecting the new SoundStation2 to the PBX port, simply plug in a digital telephone into the marked jack on the new SoundStation2 interface module.

**Q: Is the SoundStation2 Avaya available in both expandable and non-expandable versions?**

A: No, *only a single expandable model* is available i.e. all models can accept optional extension microphones to increase the microphone coverage.

**Q: Does the SoundStation2 Avaya ship with extension microphones?**

A: No, extension microphones are an optional accessory and need to be purchased separately.

**Q: What is the warranty for SoundStation2 Avaya?**

A: Standard warranty is 12 months, with extended warranty options also available.



**Q: Does SoundStation2 Avaya have an auxiliary audio connector for external audio and inputs and outputs?**

A: Yes, it offers a versatile Auxiliary audio port that can be configured via the user interface to operate with wireless microphones, tape recorders or to drive “Line-Out” audio devices.

**Q: Does Polycom sell auxiliary audio input and output accessories to the SoundStation2 Avaya?**

A: Yes, Polycom offers a wireless lapel microphone.<sup>1</sup>

**Q: Can I buy a speaker system myself to use with SoundStation2 Avaya? Can I route it through my PA system?**

A: The “Line-out” mode of SoundStation2 Avaya may be able to drive an external speaker or PA system. Care needs to be exercised as an inappropriate configuration may adversely affect the full duplex operation of the product.

**Q: Can I use my SoundStation2 extension (“EX”) mics with older SoundStation®, SoundStation Premier 500D/550D, SoundStation VTX 1000® or SoundStation2W™, and visa versa?**

A: No, only the SoundStation2 extension microphones should be used with SoundStation2 Avaya.

**Q: Who can sell the SoundStation2 Avaya? Do you have to be certified?**

A: All Polycom channels can sell SoundStation2 Avaya. Certification is not required.

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

A: Just like the SoundStation Premier 500D and 550D, the SoundStation2 Avaya will sell in North America and selected countries in the EMEA market.

<sup>1</sup> Certified for use in North America only

**Q: What does the SoundStation2 Avaya 2490 cost?**

A: The list price is \$1049.

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