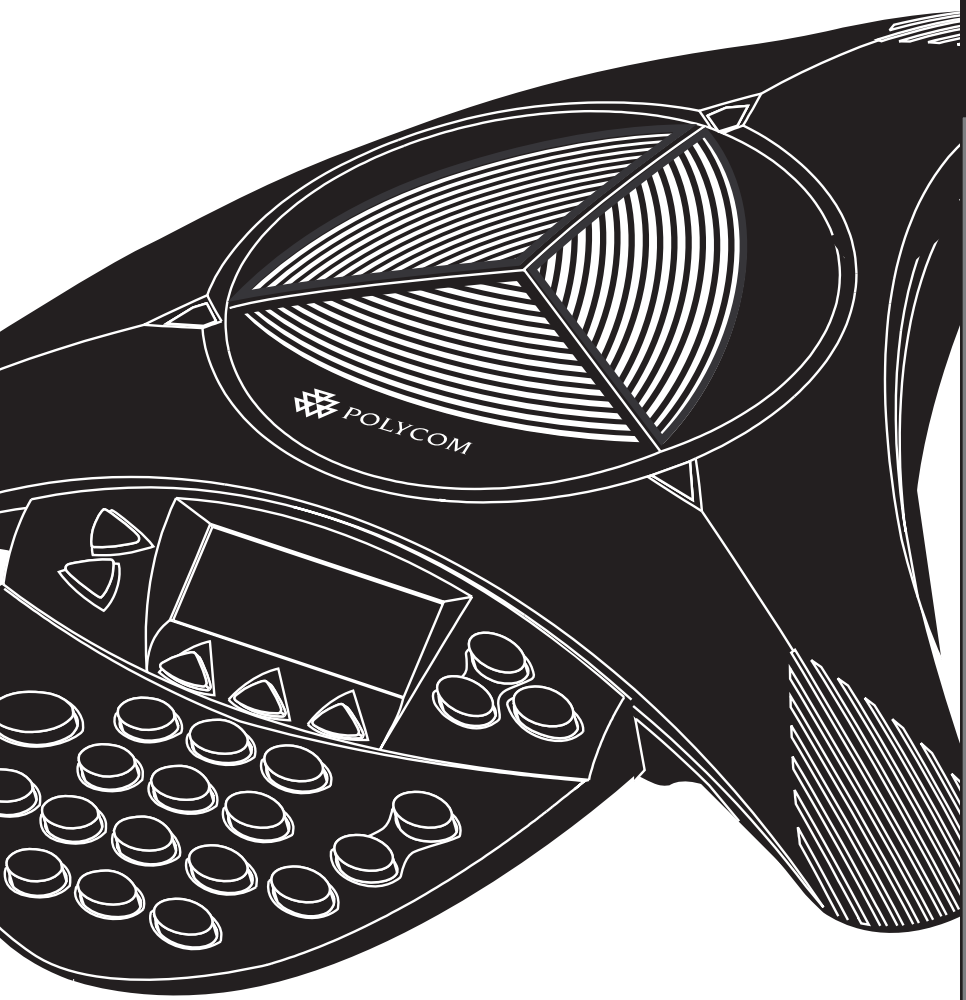
POLYCOM®

SoundStation2™

USER GUIDE / ADMINISTRATOR GUIDE



User Guide and Administrator Guide

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, the following safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to people.

- Read and understand all instructions.
- Follow all warnings and instructions marked on the equipment.
- Installation must be performed in accordance with all national wiring rules.
- The outlet to which this equipment is connected must be installed near the equipment, and must always be readily accessible.
- This equipment can be hazardous if immersed in water. To avoid the possibility of electrical shock, do not use this equipment while you are in the bathtub or shower, or when you are wet. If you accidentally drop the equipment into water, do not retrieve it until you have first unplugged all cords. Do not reconnect this equipment until it has dried thoroughly.
- Avoid using this equipment during electrical storms in your immediate area. There is a remote risk of electric shock from lightning. Urgent calls should be brief. Even though protective measures may have been installed to limit electrical surges from entering your home or business, absolute protection from lightning is impossible.
- If you suspect a natural gas leak, report it immediately, but use a telephone away from the area in question. The SoundStation2™'s electrical contacts could generate a tiny spark. While unlikely, it is possible that this spark could ignite heavy concentrations of gas.
- Never push objects of any kind into the SoundStation2™ through housing slots as they may touch hazardous voltage points or short out parts that could result in a risk of electric shock. Never spill liquid of any kind on the telephone. If liquid is spilled, contact service personnel.
- To reduce the risk of electric shock, do not disassemble SoundStation2™. Opening or removing covers may expose you to hazardous voltages. Using incorrectly reassembled equipment can cause electric shock. If your telephone equipment does not work properly, refer to the section describing how to connect service. The support telephone number can be found on the back cover of this booklet.
- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected from the network interface.
- Always use caution when installing or modifying telephone lines.

SAVE THESE INSTRUCTIONS

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Thank You

Thank you for choosing the Polycom SoundStation2™. In this User Guide, you will find everything you need to quickly set up your new conference telephone. Be sure to verify with your System Administrator that your network is prepared for configuring your SoundStation2™ telephone. Lastly, it is important that you read the Parts List, and the Safety Notices section in this guide before you begin using the SoundStation2™.

Overview

SoundStation2™ is a perfect entry level conference telephone for your business, suitable for use in small to medium-sized conference rooms and offices. SoundStation2™ features:

Acoustic Clarity Technology
Polycom's legendary technology that automatically allows people on both sides of the call to speak at the same time.

Enhanced User Interface

A backlit LCD display and 3 soft keys make the phone very easy to use. Caller related information such as CallerID is easy to read and the built-in phonebook and speed dial list can hold up to 25 entries.

Multi-language Support

Set the phone up to display the language that you are most comfortable with. Choose from English, French, German, Italian, Norwegian, Spanish, and Brazilian Portuguese.

Enhanced Connectivity Options

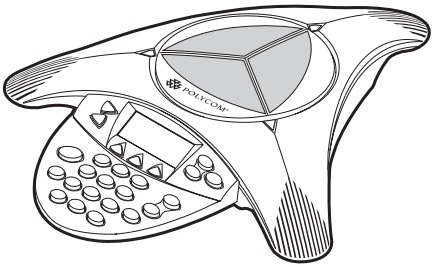
Simply connect a pair of extension microphones to the telephone to extend the microphone pickup range. Even enhance the audio performance of your mobile phone and/or include others on your calls. By connecting the conference phone to your mobile phone, SoundStation2™ becomes the speaker and microphone for your mobile phone.

Parts List

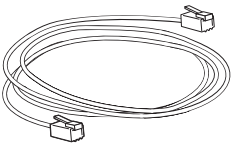
The following items are included in your SoundStation2™ package. Check this list before installation to ensure that you have received each item.

If you are missing any items, please contact your SoundStation2™ reseller.

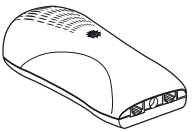
SoundStation2™ Console



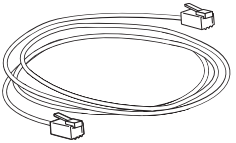
Console Cable



Interface Module

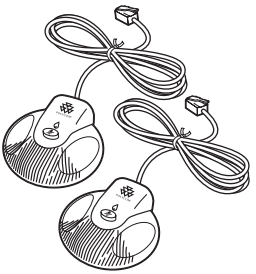


Telephone Cable

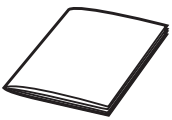


Mobile telephone connector cable

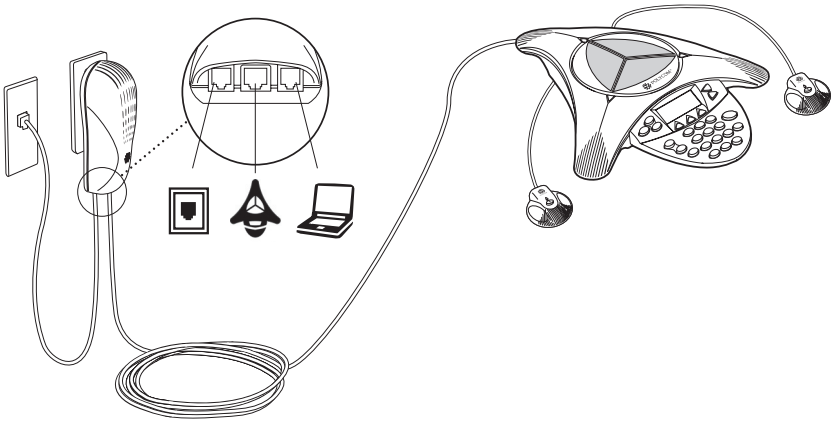
Extension microphones
(Sold as an accessory.)



Documentation/CD



Setting up SoundStation2™



: Connection to telephone line.

: Connection to SoundStation2™ console.

Ready State

SoundStation2™ will display a Ready message upon power up.

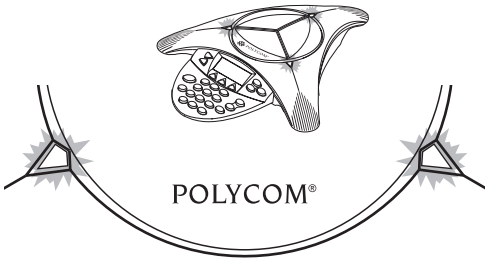
The Ready message is also shown after a call is completed and the phone is available for the next call.

Features

LED Indicators

The LEDs located on the top of your SoundStation2™ indicate the current status of your conference phone:

Green - your call is in progress.
Blinking green - a call is incoming.
Red - your call is muted.
Blinking Red - your call is on hold.



Buttons

Menu
Displays a menu of settings and options.

Exit
Exits from current screen to previous menu.

Soft Keys
The screen will display labels for these keys, to identify their context-sensitive functions.

Phone
Answers incoming calls, dials a call, ends a call, and provides dial tone.

Conference
Call, join, or delete additional call participants during a conference call.

Dial Pad
These 12 keys provide the 10 digits, the 26 alphabetic characters, and special characters available in context sensitive applications.

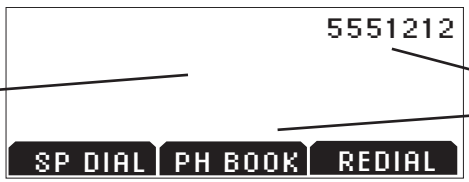
Mute
Toggle on or off during a conversation.

Volume
Use these to adjust the volume of the handset, headset, speaker, and ringer.

Select
Choose a menu item.

Scroll
Navigate up or down through displayed lists.

Understanding the Display



Information Area

This Phone's Number

Soft Key Functions
The screen will display labels for these keys, to identify their context-sensitive functions.

Using SoundStation2™

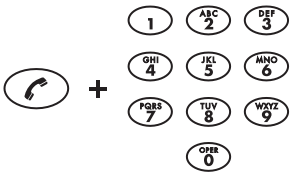
Placing a Call

SoundStation2™ allows you to place a call over an analog line. Several methods are available to initiate a call.

Direct Dial

1. To obtain dial tone, press the key.
2. Dial the desired number.

► To cancel the call, press the key.

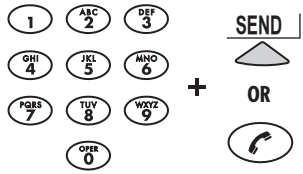


Indirect Dial

1. From the Ready screen, dial the desired number.
2. Press the key or the **SEND** soft key to make the call.

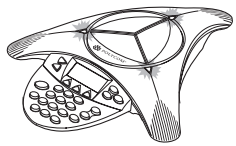
► If you make a mistake entering the telephone number, press the **<DEL** soft key.

► Press the **CANCEL** soft key to cancel the call.



Answering a Call

Press the key or any number key to answer an incoming call. Pressing the button will override all other telephone activity. The three LEDs will blink green when the phone rings.



Answering a Second Call

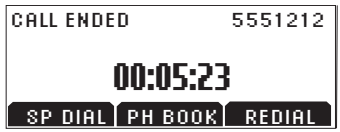
If you are on a call when another call is received, you will hear a Call Waiting tone.

► Press the Conference button to answer the incoming call. This first call will be automatically placed on hold.

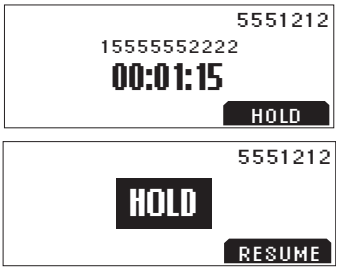
► Switch back and forth between calls using the conference button .

Ending a Call

To end a call, press the key.

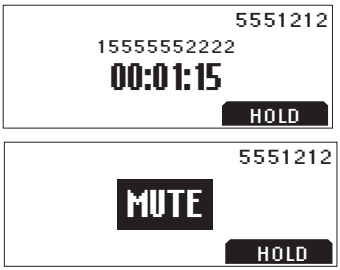


Call Hold



- ▶To place a call on hold, press the **HOLD** soft key. The LEDs on the top of your SoundStation2™ will blink red.
- ▶To resume a call, press the **RESUME** soft key.

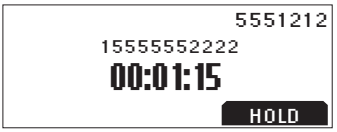
Call Mute



- ▶ To mute a call, press the mute button (🎤). The LEDs on the top of your SoundStation2™ will glow red when your call is muted.
- ▶ To release mute, press the mute button again.

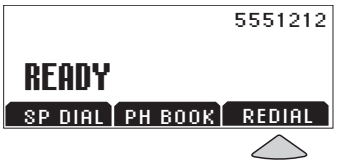
Call Timer

Call progress on an active call is monitored through a local call timer. This is visible within the active call window on the display.



Redial

SoundStation2™ stores the number that was last dialed. This number can be recalled using the **REDIAL** soft key.



- ▶ Press the **REDIAL** soft key. The last number called will be displayed and dialed.

  OR
- ▶ Press the (📞) key and then the **REDIAL** soft key. The last number called will be displayed and dialed.

Ringer Volume Adjustment

When the SoundStation2™ is in Ready state or on hook, press the Volume buttons to adjust the ringer volume.

Dial Tone and Volume Adjustment

When the SoundStation2™ is off hook, press the Volume buttons to adjust the dial tone volume.

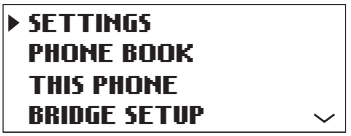
Speaker Volume Adjustment

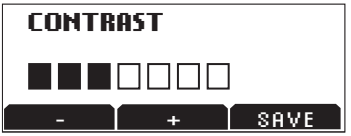
During an active call, press the Volume buttons to adjust the speaker volume.

Display Contrast

1. Press the Menu button and choose Settings.
2. Cycle through the options using the Scrolling buttons and choose Contrast, and then press the Select button.
3. Press the Scrolling buttons or the + and - soft keys to adjust the display contrast.
4. Press the **SAVE** soft key or the Select button to apply the selected contrast setting.

► Press the Exit button to cancel this change.

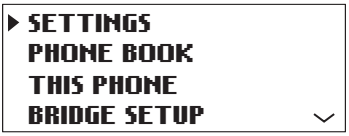




Ring Type

1. Press the Menu button and choose Settings.
2. Cycle through the options using the Scrolling buttons and choose Ringer Type, and then press the Select button.
3. Sample the ring types by pressing the Scrolling buttons or the <– and –> soft keys.
4. Press the **SAVE** soft key or Select button to apply the selected ringer setting.

► Press the Exit button to cancel this change.



Back Light

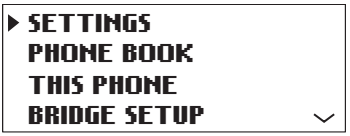
The SoundStation2™'s display lights up when any button on the keypad is pressed, or on an incoming call.

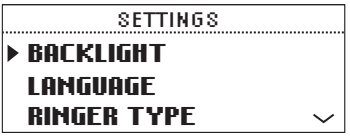
To turn the back light on or off:

1. Press the Menu button and choose Settings.
2. Cycle through the options using the Scrolling buttons and choose Back Light, and then press the Select button.

► The current status of the back light will be displayed.

3. Press the **ON** or **OFF** soft key or cycle through OFF and ON by pressing the Scrolling buttons.
4. Press the **SAVE** soft key or Select button to apply the selected backlight setting or the Exit button to cancel this change.



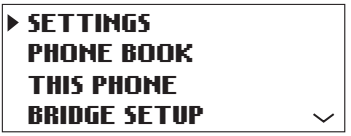


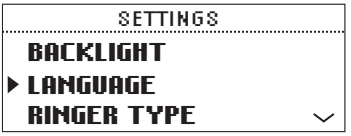
Language

SoundStation2™ allows you to select your preferred language for the phone to use when displaying information.

To change the language setting:

1. Press the Menu button and choose Settings.
2. Cycle through the options using the Scrolling buttons and choose Language, and then press the Select button.
3. Cycle through the available languages by pressing the Scrolling buttons or the <— and —> soft keys.
4. Press the **SAVE** soft key or Select button to apply the selected language setting or the Exit button to cancel this change.





Mobile Phone Mode

This feature allows you to take advantage of the SoundStation2™'s speaker and microphones. For example, if you were in a call on your mobile phone, you could connect your mobile phone to the SoundStation2™ and use its speaker and microphones to continue your conversation and include everyone in the room in the conversation.

This feature also enables you to conduct conference calls in areas where no analog telephone connection is available.

- ► Use the provided mobile phone connector cable to connect your mobile phone to the SoundStation2™'s mobile phone input/output jack.
- ► The connector and the mobile phone cable will plug into a standard 2.5mm headset jack. A headset adaptor may be necessary to adapt your mobile phone to this connector.

► No calls can be made via SoundStation2™ while a mobile phone is connected to the SoundStation2™.
► The Phone Book can be viewed during a call with a mobile phone. Calls may not be placed via the Phone Book while connected.
► A mobile phone cannot join a call in progress on SoundStation2™.
► Aux Out will be inactive during a call with a mobile phone.
►Some mobile phones may not be detected until a call is initiated by the mobile phone after it is connected to the SoundStation2™.
►Be certain to drop the call at the mobile phone before disconnecting the cable from the SoundStation2™.

Conferencing - using the button

If your telephone system supports multi-party call conferencing, then you can establish multi-party calls with your SoundStation2™.

►Check with your System Administrator to determine the number of parties that can be conferenced together.

►Your System Administrator may need to activate multi-party conferencing features or provide you with instructions specific to your telephone system.

Adding a call

1. While on an active call, press the Conference button . The first call is automatically placed on hold.
2. Dial the number you wish to call. You may use the Redial or Direct Dial method.
3. Press the Conference button or **JOIN** soft key to join the second call. To drop the second call, press the Conf key again.

OR

1. Press the **HOLD** soft key to place the first call on hold.
2. Press the Conference button and enter the number you wish to call. You may use the Redial or Direct Dial method.

Bridge Soft Key

You may program the telephone number of your preferred audio conferencing bridge or service into the SoundStation2™ so that it is immediately available.

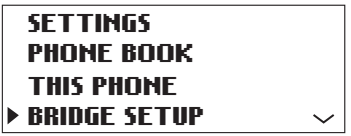
The **SPEED DIAL** *soft key will not display when the bridge number is configured.*

Programming the Bridge number

1. Press the Menu button, choose Bridge Setup using the Scrolling buttons, and press the Select button.
2. Choose Enter Phone Number and press the Select button and then enter the bridge number using the dial pad. Enter any necessary prefix such as 9 and/or 1.

► If you make a mistake entering the number, use the **<DEL** soft key to correct the error.

3. Press the **SAVE** soft key or **CANCEL** soft key if you wish to cancel the procedure.

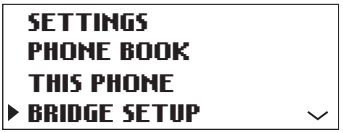


Editing the Bridge soft key

1. Press the Menu button, choose Bridge Setup using the Scrolling buttons, and press the Select button.
2. Choose Edit Soft Key, press the Select button and enter the new soft key label using the dial pad. The first six characters will display.

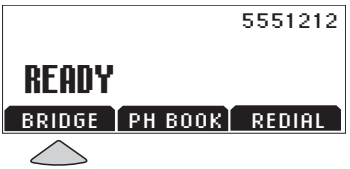
► If you make a mistake entering the soft key label, use the **<DEL** soft key to correct the error.

3. Press the **SAVE** soft key or **CANCEL** soft key if you wish to cancel the procedure.



Placing a call using the Bridge soft key

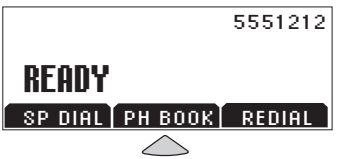
1. Press the **BRIDGE** soft key.
2. The programmed number is automatically dialed and a call is placed to your preferred bridge vendor.



Phone Book

You can use the Phone Book to store a local directory of 25 contacts. You can add, edit, delete, dial, or search any contact in this list using just a few key strokes.

Selecting the **PH BOOK** soft key displays the Phone Book list sorted by names. This list may be sorted by Name, Company, or Speed Dial.



Quick selection in a list:

Name or Company list: Press a numeric key that corresponds with the letter that the name or company name begins with. For example, pressing 3 repeatedly will provide you with names that begin with D, E, F, and 3.

Speed Dial list: Press a numeric key to select the corresponding entry. For example, pressing 2 would select entry 02, and pressing 23 would select entry 23.

Adding an entry

1. Press the **PH BOOK** soft key and then the **NEW** soft key.
2. Enter information in the *Name*, *Ph#* (telephone number including any prefixes, such as 9 and/or 1), and *Co* (company) field using the alphanumeric keys on the dial pad. You can move between fields using the Scrolling buttons.
3. Press the **SAVE** soft key. You can accept the next available speed dial number assigned to your new entry or you can choose your own speed dial number by using the Scrolling buttons or the dial pad.
4. Press the **OK** soft key to save or the **BACK** soft key to edit the phone book entry.

Editing an entry

1. Choose the entry you wish to edit and press the Select button.
2. Press the **CHANGE** soft key. Using the Scrolling button, select the field you wish to edit.
3. Using the alphanumeric keys on the dial pad, make changes.
4. Press the **SAVE** soft key. You can accept the current speed dial number assigned to the entry or you can choose another speed dial number by using the Scrolling buttons or the dial pad.
5. Press the **OK** soft key to save or the **BACK** soft key to edit the phone book entry.

Deleting an entry

1. Choose the entry you wish to delete and press the Select button.
2. Press the **REMOVE** soft key. Press the **OK** soft key to remove or the **CANCEL** soft key to leave the menu without removing.

View System Information

This feature displays the following information about the SoundStation2™: Location and Number and System Information.

Location and Number

1. Press the Menu button and choose This Phone.
2. Cycle through the options using the Scrolling buttons and choose Location and Number, and then press the Select button.

System Information

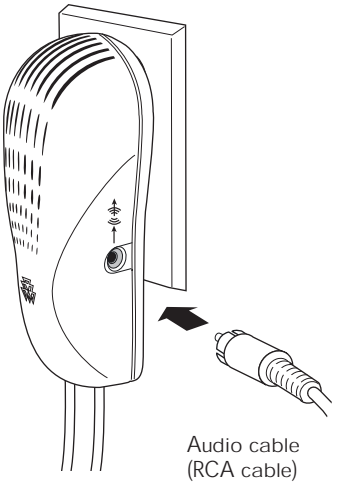
1. Press the Menu button and choose This Phone.
2. Cycle through the options using the Scrolling buttons and choose System Information, and then press the Select button.

Auxiliary Audio Port

SoundStation2™ offers an auxiliary audio port that allows for external devices to connect to the conference phone.

A typical example is to record conference call audio by connecting an external recording device.

1. Connect an external recording device, such as a cassette tape recorder, via the auxiliary jack on the interface module. The auxiliary jack is marked →◈← .
2. Press the Menu button and choose Settings.
3. Choose Aux Audio and press the Select button. Cycle through the options using the Scrolling button. Press the **SAVE** soft key or Select button to save the setting



The setting for auxiliary audio needs to match the kind of device that is being connected to the phone.

- ▶ Wireless Mic = audio will be received from a wireless microphone device.
- ▶ Record Out = all audio will be sent to an audio recording device.
- ▶ Ext Speaker = audio will be sent to a connected external speaker.

Troubleshooting

No Dial Tone

The telephone cable must be plugged into an analog telephone jack. If the dial tone is not heard, verify the following:

- ► Check that the console is operational.
- ► Check that the telephone cable from the interface module is connected to an analog telephone (POTS) line.

Does Not Ring

Check that the ringer is not turned off. See “Ring Type”, page 12.

- ► If the volume is turned all the way down, increase the volume with the Volume buttons.

Flickering LCD

If your screen appears to flicker, it may be because you are using a certain type of florescent lighting in your building. Move the SoundStation2™ away from the lights or replace the florescent bulbs.

Keypad Input Doesn’t Register

This could happen if you enter information too quickly. Press the alphanumeric buttons slowly.

Some buttons may not be recognized if you press them too quickly.

Muffled or “in a well” Reception

This is caused by highly reverberant rooms and people speaking too far from the microphone.

Speak closer to the console so that the microphones pick up your speech more accurately.

- ► Add more sound absorbency to the room.

Short Silences, Echoes, or Clipped Speech

- ▶ Do not move the SoundStation2™ console while it is in use.
- ▶ Keep your hands away from the console during calls.
- ▶ To avoid excessive noise around SoundStation2™, keep papers, cups, and other noise-producers away from the console.
- ▶ At the beginning of each call, let someone at each location speak in turn for a few moments to enable SoundStation2™ to adapt to its environment.
- ▶ The other parties may be using non-Polycom equipment which may cause audio performance issues.
- ▶ Try calling again; a different line may provide a better connection.

Physical Damage

- ▶ If physical damage is severe enough that the internal parts become visible, disconnect the SoundStation2™ immediately.
- ▶ Do not reconnect to the telephone network until the SoundStation2™ has been repaired.

For Best Performance

Your SoundStation2™ performs optimally when you follow these guidelines:

- ▶ Position the SoundStation2™ in the center of the conference table or desk.
- ▶ The SoundStation2™ works best in a 10’ x 20’ room.
- ▶ Do not move the SoundStation2™ during a call.
- ▶ Do not shuffle papers near the SoundStation2™.
- ▶ Position extended microphones 7’ from the SoundStation2™ console.
- ▶ Speak at a normal conversation level, and direct your voice towards the SoundStation2™, or towards the extended microphone.
- ▶ Unplug all cords before cleaning the SoundStation2™. Do not use liquid cleaners or aerosol cleaners. Use a damp, soft cloth for cleaning.

LCD Messages

The following messages are displayed on the LCD.

LCD Message	What it means:	What you will see:
Ready	Phone is in idle state and ready to make calls.	Idle screen.
Call Ended	The call has been dropped.	"Call Ended" with elapsed time indicated.
Mobile Phone In	A mobile phone is plugged in to the mobile phone jack OR a mobile phone call has been initiated.	"Mobile Phone In"
Enter Number	Enter the number you wish to dial.	Digits of the number you are dialing.

Administrator Guide

Administrative Setup - Overview

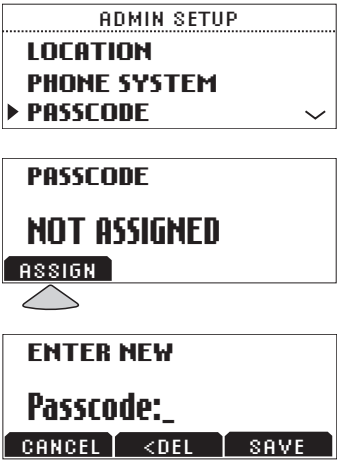
The Administrative Setup menu consists of the following options. The Administrative Setup menu can be passcode protected by setting an optional passcode. Subsequent access to this menu will require passcode entry.

Location:		
1	Location Name	Enter a name for the SoundStation2™'s location, such as "Conference Room B".
2	This Phone #	Enter the SoundStation2™'s telephone number.
Phone System:		
1	Caller ID	Configure Caller ID.
2	Flash Timing	Set the flash delay to 75, 100, 300, or 600 milliseconds.
Passcode:		
1	Set an optional passcode. (Default: no passcode is set.)	
Diagnostics:		
1	Mic Test	View the sample level received by each microphone.
2	Console Speaker Test	Select acoustic test signals to drive through the SoundStation2™'s speakers.
3	Restore Defaults	Reset all custom settings and data entries. Restores original default settings.

Passcode

When you select Passcode from the Admin Setup menu, the screen will display whether or not a passcode is currently assigned.

Assign a passcode:

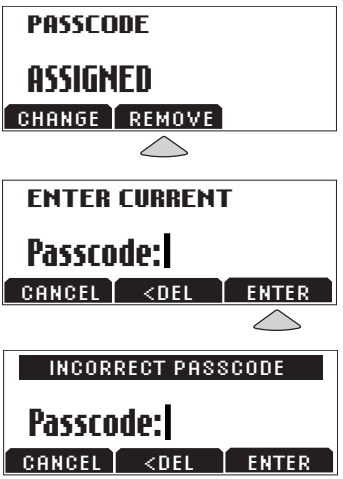


1. Press the Menu button, choose Admin Setup using the Scrolling buttons, and press the Select button. Choose Passcode using the Scrolling buttons, and press the Select button.
2. Press the **ASSIGN** soft key and enter a three-digit password. If you make an error, press the **<DEL** soft key to erase the error.
3. Press the **SAVE** soft key. You may press the **CANCEL** soft key or the Exit button if you choose not to save the passcode.

►Record the passcode. If the passcode is forgotten, contact Polycom Support at www.polycom.com/support and click on "How to Contact Support and Service" for your local support contact information.

Remove a passcode:

Removing the passcode removes the requirement for an access passcode for the Admin Setup menu.



1. From the Admin Setup menu, choose Passcode using the Scrolling buttons and press the Select button.
2. Press the **REMOVE** soft key, enter the current passcode, and press the **ENTER** soft key. If you decide not to remove the password, press the **CANCEL** soft key or the Exit button.
   ►If you enter an incorrect password, you will be notified to try again.
   ►If you make an error, press the **<DEL** soft key to erase the error.

Change the passcode:

1. From the Admin Setup menu, choose Passcode using the Scrolling buttons and press the Select button.
2. Press the **CHANGE** soft key, enter the current passcode, and press the **ENTER** soft key. If you decide not to change the password, press the **CANCEL** soft key or the Exit button.
   ►If you enter an incorrect password, you will be notified to try again.
   ►If you make an error, press the **<DEL** soft key to erase the error.
3. You will be prompted to enter a new passcode. Enter a new passcode and press the **SAVE** soft key. You may press the **CANCEL** soft key or the Exit button if you choose not to save the passcode.

► Record the passcode. If the passcode is forgotten, contact Polycom Support at www.polycom.com/support and click on "How to Contact Support and Service" for your local support contact information.

Location Information

You can assign a location, such as "Conference Room B" and the telephone number associated with your SoundStation2™.

Assigning a location name:

1. Press the Menu button, choose Admin Setup and press the Select button, enter passcode (if required) and press the **ENTER** soft key. Choose Location using the Scrolling buttons, and press the Select button.

2. Choose Location Name using the Scrolling buttons, and press the Select button. Enter a location name using the dial pad. This name will be displayed when "Location Name and Number" submenu of "This Phone" menu is selected from the main menu.
   ►If you make an error, press the **<DEL** soft key to erase the error.
3. Press the **SAVE** soft key or the Select button to save your entry. You may press the Exit button to cancel your entry.

Assigning a telephone number:

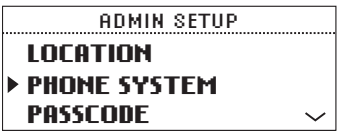
1. Press the Menu button, choose Admin Setup and press the Select button, enter passcode (if required) and press the **ENTER** soft key. Choose Location using the Scrolling buttons, and press the Select button.
2. Choose This Phone # using the Scrolling buttons, and press the Select button. Enter the SoundStation2™'s telephone number.
   ►If you make an error, press the **<DEL** soft key to erase the error.
3. Press the **SAVE** soft key or the Select button to save your entry. You may press the Exit button to cancel your entry.

Phone System

Caller ID*

You can configure Caller ID according to the specifications and standards that pertain to the phone line you are connecting to. Standards may differ from country to country. Please refer to Appendix A for additional information.

1. Press the Menu button, choose Admin Setup and press the Select button, enter passcode (if required) and press the **ENTER** soft key. Choose Phone System using the Scrolling buttons, and press the Select button.
2. Choose CallerID from the available options and press the Select button.
3. Use the <- and -> soft keys to step through the available Caller ID options.
4. Press the **SAVE** soft key or the Select button to save your entry. You may press the Exit button to cancel your entry.

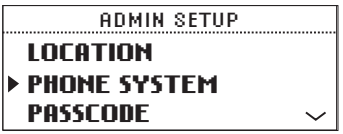


**Caller ID is a subscription service. Check with your local telephone service provider to determine if this service is available in your area.*

Flash Timing

You can adjust the timing of the Flash delay to 75, 100, 300, or 600 milliseconds.

1. Press the Menu button, choose Admin Setup and press the Select button, enter the passcode (if required) and press the **ENTER** soft key. Choose Flash Timing using the scrolling buttons, and press the Select button.
2. Choose Flash Timing from the available options and press the Select button.
3. Use the <- and -> soft keys to step through the available Flash Timing options.
4. Press the **SAVE** soft key to save changes. You may press the Exit button to cancel your selection.



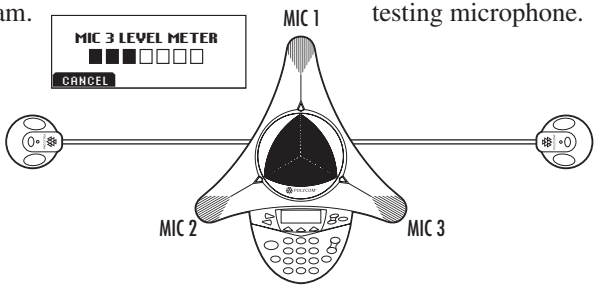
Diagnostics

Mic (Microphone) Test

You may test the SoundStation2™'s microphones to ensure that they are working optimally.

If a testing microphone's meter indicates that it is receiving an atypically low or high sample, despite appropriately controlled input, contact Polycom Technical Support.

1. Press the Menu button, choose Admin Setup and press the Select button, enter passcode (if required) and press the **ENTER** soft key. Choose Diagnostics using the Scrolling buttons, and press the Select button.
2. Choose Mic Test using the Scrolling buttons, and press the Select button. The microphones are numbered according to the diagram.



3. Choose any microphone using the Scrolling buttons, and press the Select button.
   ►The testing microphone's LED will glow red.
   ►The testing microphone will begin sampling at a 1 Hertz rate, 50% duty cycle.
   ►The display will show a meter that modulates according to the relative sample received by the testing microphone.

Console SPKR (Speaker) Test

You can select an acoustic test signal to drive through the SoundStation2™'s speaker for speaker testing and to sample the room acoustics.

1. Press the Menu button, choose Admin Setup and press the Select button, enter passcode (if required) and press the **ENTER** soft key. Choose Diagnostics using the Scrolling buttons, and press the Select button.
2. Choose Console Speaker Test using the Scrolling buttons, and press the Select button. Choose the desired signal using the Scrolling buttons

   ►Sine Sweep is a test signal consisting of a 100 Hertz to 3,500 Hertz sine wave whose frequency is swept according to a linear progression of frequency as a function of time, or (t)=A*sin(kt).
   ►One kiloHertz Tone is a constant tone generated at exactly 1,000 Hertz.

►White Noise is a signal whose energy is distributed uniformly among all frequencies within a band of interest, which for the SoundStation2™ is approximately from 300 to 3,400 Hertz.

3. Press the Select button to activate the signal.

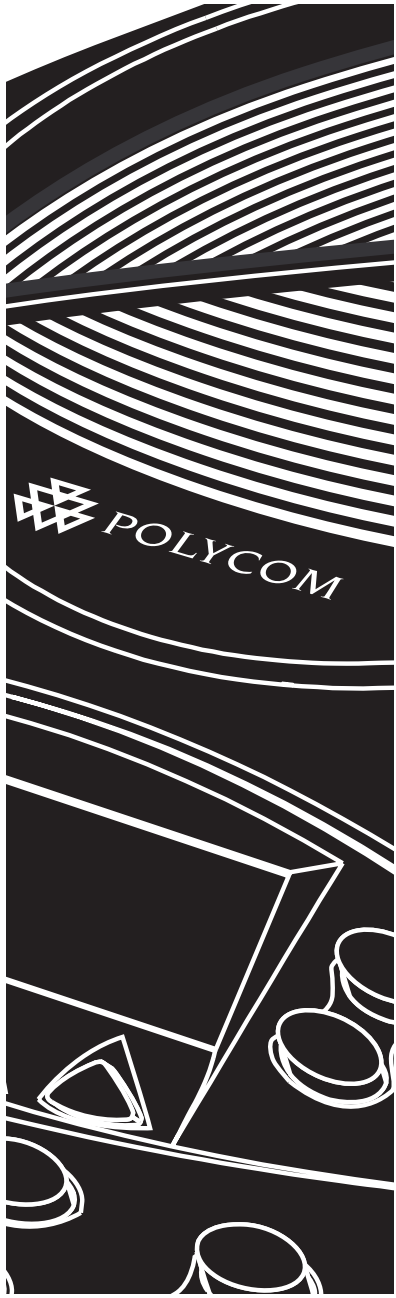
Restore Defaults

Restoring the defaults will irretrievably remove all settings and data that have been entered since the SoundStation2™ was first installed.

1. Press the Menu button, choose Admin Setup and press the Select button, enter passcode (if required) and press the **ENTER** soft key. Choose Diagnostics using the Scrolling buttons, and press the Select button.
2. Choose Restore Defaults using the Scrolling buttons, and press the Select button. Press the **OK** soft key if you wish to restore defaults or the **CANCEL** soft key or the Exit button to return to the Diagnostics submenu.

►Phone Book entries and Speed Dial numbers are not lost when restoring all defaults.

Specifications and Warranty Information



Limited Warranty and Limitation of Liability

Limited Warranty

Polycom warrants to the end user ("Customer") that this product will be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller.

Polycom's sole obligation under this express warranty shall be, at Polycom's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, Polycom may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned. Polycom warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom's expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

LIMITATION OF LIABILITY. TO THE FULL EXTENT ALLOWED BY LAW, POLYCOM EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF POLYCOM OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

Exclusions

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

►Failure to follow Polycom's installation, operation, or maintenance instructions;

►Unauthorized product modification or alteration;

►Unauthorized use of common carrier communication services accessed through the product;

►Abuse, misuse, negligent acts or omissions of Customer and persons under Customer's control; or

►Acts of third parties, acts of God, accident, fire, lightning, power surges or outages, or other hazards.

WARRANTY EXCLUSIVE. IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICES PAID, AT POLYCOM'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

Service Agreements

If you purchased your product from a Polycom Authorized Reseller, contact the Authorized Reseller for information about service agreements applicable to your product. For technical assistance or information on service programs, please visit Polycom's website at www.polycom.com and select the Support menu.

Disclaimer

Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers, or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to you. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights which may very depending on local law.

Governing Laws

This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of California, USA, and by the laws of the United States, excluding their conflicts of laws principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty and Limitation of Liability.

FCC Rules

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

In accordance with part 15 of the FCC rules, the user is cautioned that any changes or modifications not expressly approved by Polycom Inc. could void the user's authority to operate the equipment.

Canadian Department of Communications Notice

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme N M B-003 du Canada.

US Telephone Company Requirements

This equipment complies with part 68 of the FCC Rules. Please refer to the labeling on equipment for the following information:

- Registration Number
- Ringer Equivalence
- Grantee's Name
- Model Number
- Serial Number and/or Date of Manufacture
- Country of Origin

If requested this information must be provided to the telephone company

Notes:

- This registered equipment may not be used with party lines or coin lines.
- If trouble is experienced, the customer shall disconnect the registered equipment from the telephone line to determine if the registered equipment is malfunctioning and that if the registered equipment is malfunctioning, the use of such equipment shall be discontinued until the problem has been corrected.
- If, in the unlikely event that this equipment causes harm to the network, the telephone company will

notify you in advance that temporary discontinuance of service may be required. However if advance notice is not practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it necessary.

- The telephone company may make changes to its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service.

Ring Equivalency Number (REN)

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local telephone company.

Automatic Dialing

WHEN PROGRAMMING EMERGENCY NUMBERS AND/OR MAKING TEST CALLS TO EMERGENCY NUMBERS:

1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evening.

Telephone Company Connector

A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 complaint. See the rest of these installation instructions for details.

Canadian Telephone Company Requirements

"NOTICE: The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own

protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.''

"NOTICE: The Ringer Equivalence Number (REN) assigned to each relevant terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.''

The term "IC:" before the certification/ registration number dignifies only that the Industry Canada technical specifications were met.

Exhibit J - Customer Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the exterior of the cabinet of this equipment is a label that contains, among other information, a product identifier in the format US: 2HWTF09BSOUNDS2. If requested, this number must be provided to the telephone company.

- FCC Registration Number: US: 2HWTF09BSOUNDS2
- Ringer Equivalence Number (REN): 0.9B
- Facility Interface Code (FIC): 02LS2
- Service Order Code (SOC): 6.0Y
- USOC Jack Type: RJ11C

A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See Installation Instructions for details.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local telephone company.

If this equipment SoundStation2™ causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes to its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment SoundStation2™, for repair or warranty information, please contact Polycom Inc.: 1-888-248-4143; 1-408-474-2067 Option 1; 4750 Willow Road, Pleasanton, CA 94588-2708, USA; or http://www.polycom.com. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporate commission for information.)

Portions of the software contained in this product are Copyright © 1995 - 2003, SPIRIT.

CE Mark R & TTE Directive (EU Only)

This SoundStation2™ has been marked with the CE mark. This mark indicates compliance with EEC Directives 89/336/EEC, 73/23/EEC1999/5/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

Declaration of Conformity

Hereby, Polycom Ltd. declares that this SoundStation2™ is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Konformitetserklæring

Hermed erklærer Polycom Ltd., at indeståSoundStation2 er I overensstemmelse med de grundlæggende krav og de relevante punkter I direktiv 1999/5/EF.

Konformitätserklärung

Hiermit erklärt Polycom Ltd., dass SoundStation2 die grundlegenden Anforderungen und sonstige maßgebliche Bestimmungen der Richtlinie 1999/5/EG erfüllt.

Δήλωση Συμμόρφωσηζ

Δια του παρόντοζ, η εταιρεία Polycom Ltd. δηλώνει ότι η παρούσα συσκευή (δρομολογητήζ) SoundStation VTX 1000 πληροί τιζ βασικέζ απαιτήσειζ και άλλεζ βασικέζ προϋποθέσειζ Οδηλίαζ 1999/5/EK.

Vaatimustenmukaisuusvakuutus

Polycom Ltd. vakuuttaa täten, että SoundStation2 on direktiivin 1999/5/EC keskeisten vaatimusten ja sen muiden tätä koskevien säännösten mukainen.

Déclaration de Conformité

Par la présente, Polycom Ltd, declare que ce SoundStation2 est conforme aux conditions essentielles et à toute autre modalité pertinente de la Directive 1999/5/CE.

Dichiarazione di Conformità

Con la presente Polycom Ltd. dichiara che il SoundStation2 soddisfa i requisiti essenziali e le altre disposizioni pertinenti della directtiva 1999/5/CE.

Verklaring Van Overeenstemming

Hierbij verklaart Polycom Ltd. dat diens SoundStation2 voldoet aan de basisvereisten en andere relevante voorwaarden van EG-rightlijn 1999/5/EG.

Declaração de Conformidade

Através da presente, a Polycom Ltd. declara que este SoundStation2 se encontra em conformidade com os requisitos essenciais e outras desposições relevantes da Directiva 1999/5/CE.

Declaración de Conformidad

Por la presente declaración, Polycom Ltd. declara que este SoundStation2 cumple

los requisitos esenciales y otras cláusulas importantes de la directiva 1999/5/CE.

Överensstämmelseförklaring

Polycom Ltd. förklarar harmed att denna SoundStation2 överensstämmer med de väsentliga kraven och övriga relevanta stadganden i direktiv 1999/5/EG.

Other Important Notices

Mains Powered POTs Voice Telephony Without Emergency 000 Dialing.

WARNING
This equipment will be inoperable when main power fails.

VCCI Class B (Japan Only)

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

RRL Statement (Korea Only)

사용자 안내문 (B급 기기)

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Manufacturer: Polycom Inc.
Manufacturing Location: Celestica Thailand

Date Code Definition for the Date: April 05, 2004 = 04052004 => 120596

Month (MM):	First Two Digits:	04 + 8 = 12
Day (DD) :	Second Two Digits:	05 + 0 = 05
Year (YY) :	Third Two Digits:	2004 - 8 = 1996 => 96

Appendix A: Caller ID

SoundStation2™ needs to be configured to match the Caller ID standard that is in use in your country. The following table is a guideline for choosing the correct setting.

If you need further information, please consult with your telephone service provider.

Country:	Caller ID Standard:
USA, Hong Kong, Singapore, Canada	Bellcore
Austria, Belgium, France, Germany, Luxemburg, Norway, Poland, Spain, Czech Republic, Slovenia, Switzerland, Taiwan, Turkey, South Africa, Italy	ETSI
United Kingdom	British Telecom
China, Denmark, Finland, Greece, Netherlands, Portugal, Sweden, Uraguay, Brazil	DTMF

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