

Poly CCX Business Media Phones

This document covers the following product(s):

- Poly CCX 400 Business Media Phones
- Poly CCX 500 Business Media Phones

Service Agreements

Please contact your Poly Authorized Reseller for information about service agreements applicable to your product.

Governing Law

This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of California, U.S.A., 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.

All rights reserved under International and Pan-American Copyright Conventions. No part of the contents of this manual may be copied, reproduced, or transmitted in any form or by any means, or translated into another language or format, in whole or part, without written consent from Poly. Do not remove (or allow anybody else to remove) any product identification, copyright, or other notices.

Limitations of Liability

LIMITATION OF LIABILITY. TO THE FULL EXTENT ALLOWED BY LAW, POLY 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 POLY 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 POLY'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

Poly Limited Warranty and Limitation Liability

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

Poly's sole obligation under this express warranty is at Poly'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 are reasonably available, Poly may, on its sole discretion, refund to Customer

the purchase price paid for the defective product. All products that are replaced will become the property of Poly. Replacement products or parts may be new or reconditioned.

Poly is expected to warrant 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 Poly 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 Poly until the returned item is received by Poly. The repaired or replaced item will be shipped to Customer, at Poly's expense, not later than thirty (30) days after Poly receives the defective product, and Poly will retain risk of loss or damage until the item is delivered to Customer.

The product software comes with 90-day software warranty, providing for software updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution.

Exclusions

Poly 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 installation, operation, or maintenance instructions provided by Poly.
- 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 POLY 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 PRICE PAID, AT POLY'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. POLY 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.

Disposal Information

Environmental

For the latest environmental information including Networked Standby Efficiency, battery use and disposal, take back RoHS and Reach, go to <http://www.polycom.com/company/about-us/the-environment.html>.

End of Life Products

Poly encourages you to recycle your end-of-life Poly products in an environmentally considerate way.

We recognize our Extended Producer Responsibility (EPR), in accordance with the requirements of the European Waste Electronic and Electrical Equipment (WEEE) Directive 2012/19/EU.



All Poly products are marked with the crossed wheeie bin symbol shown here. Products that carry this symbol should not be disposed of in the household or general waste stream. Further recycling information and detail of the options open to you, including our voluntary free global recycling service to ISO 14001 standard can be found at <http://www.polycom.com/WEEE>.

The Poly Global Producer Responsibility Statement is in the Environment section at <http://www.polycom.com/company/about-us/the-environment.html>.

Important Safeguards

Read and understand the following instructions before using the system.

- This equipment is intended for indoor use only.
- Always disconnect the system from power and telecommunications network before cleaning or servicing.
- Do not spray liquids directly onto the system when cleaning. Always apply the liquid first to a static-free cloth.
- Do not immerse the system in any liquids or place any liquids on it.
- Do not disassemble this system. To reduce the risk of shock and to maintain the warranty on the system, a qualified technician must perform service or repair work.
- There are no user serviceable parts inside this product.
- This product must only be used with an external power supply of the type and specification provided with it.
- If the product is intended to be powered using PoE then ensure that an appropriately approved networking device is used.
- Replacement external power supplies can be obtained from the supplier of your Poly equipment.
- This equipment is not intended to be operated by children.
- Keep ventilation openings free from any obstructions.

- The ambient operating temperature rating of this equipment is 0°C to 40°C and should not be exceeded.

SAVE THESE INSTRUCTIONS.

Emergency Access – VoIP products

Users of this VoIP product should be aware that depending on the country they are in, and the network they are connected to, the emergency services may not be able to identify the geographic location which they are calling from automatically from the IP address.

Compliance Information

USA Notices (all models)

Accessibility

Details of the features offered by this product against the accessibility criteria of Section 508 of the US Disability Act and Section 255 of the US Communications Act can be found at <http://www.polycom.com/products-services/resources/product-accessibility.html>

FCC Part 15 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.

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.

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.

FCC Caution

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user authority to operate the equipment.

Referring to the multi-transmitter policy, multiple-transmitter(s) and module(s) can be operated simultaneously without C2PC.

FCC Part 68 Rules

Hearing Aid Compatibility (HAC)

This handset product complies with the HAC requirements of 47 CFR 68.317.

Industry Canada Notices (all models)

This product meets the applicable Industry Canada technical specifications. / Le présent matériel est conforme aux spécifications techniques applicables d'Industrie Canada.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Le présent produit est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

Australia (all models)

Warning: This equipment will not operate when main power fails.

Warning for all Poly phones that use handsets

With respect to section 5.4.3.11 of the Australian Communications Authority as Telecommunications Technical Standard AS/ACIF S004 2013:

You should be aware that, under certain operating conditions, the handset earpiece may retain small metallic objects. If this occurs, these objects should be removed before using the handset.

EEA Notices (all models)

Restriction of Hazardous Substances Directive (RoHS)

Poly products are fully compliant with the requirements of the EU RoHS Directive 2011/65 EU

For more information and details of the EU exemptions that are used for this product, please contact typeapproval@poly.com

EU WEEE – End of Life products

Poly encourages you to recycle your end-of-life Poly products in an environmentally considerate way. In accordance with the requirements of the European Waste Electronic and Electrical Equipment (WEEE) Directive, all Poly products are marked with the crossed wheelie bin symbol shown below. Products that carry this symbol should be not be disposed of in the household or general waste stream. Detail of the

options open to you and the guidance on the requirements for the recycling and environmentally considerate disposal of your end of life Poly products can be found at <http://www.polycom.com/WEEE>.

Japan (all models)

VCCI-B

この装置は、クラスB機器です。この装置は、住宅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。

VCCI – B

CCX 400 Business Media Phones

USA Notices

FCC Part 68 Rules

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US: 2HWIPNANCCX400.

ENERGY STAR® Certification

ENERGY STAR is a U.S. Environmental Protection Agency voluntary program that helps businesses and individuals save money and protect our climate through superior energy efficiency. Products that earn the ENERGY STAR prevent greenhouse gas emissions by meeting strict energy efficiency criteria or requirements set by the U.S. Environmental Protection Agency. As an ENERGY STAR Partner, Poly has followed the U.S. EPA's enhanced product certification process to ensure that products marked with the ENERGY STAR logo are ENERGY STAR certified per the applicable ENERGY STAR guidelines. The following logo appears on all ENERGY STAR-certified Telephony:



A key ENERGY STAR requirement for Telephones products is power management features at the network and device level including but not limited to OFF mode, external Network Proxy, and automatic and timed power down of backlit displays and other functions.

CCX 500 Business Media Phones

USA Notices

Radiation Exposure Statement

The antenna used for this transmitter must be installed to provide a separation distance of at least 20 centimeters from all persons and must not be co located or operating in conjunction with any other antenna or transmitter. This device with its antenna complies with FCC's RF radiation exposure limits set forth for an uncontrolled environment. To maintain compliance, this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ENERGY STAR® Certification

ENERGY STAR is a U.S. Environmental Protection Agency voluntary program that helps businesses and individuals save money and protect our climate through superior energy efficiency. Products that earn the ENERGY STAR prevent greenhouse gas emissions by meeting strict energy efficiency criteria or requirements set by the U.S. Environmental Protection Agency. As an ENERGY STAR Partner, Poly has followed the U.S. EPA's enhanced product certification process to ensure that products marked with the ENERGY STAR logo are ENERGY STAR certified per the applicable ENERGY STAR guidelines. The following logo appears on all ENERGY STAR-certified Telephony:



A key ENERGY STAR requirement for Telephones products is power management features at the network and device level including but not limited to OFF mode, external Network Proxy, and automatic and timed power down of backlit displays and other functions.

Industry Canada Notices

IC Radiation Exposure Statement

This EUT is compliance with IC RSS-102 radiation exposure limit set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 0.5cm between the radiator & your body.

Déclaration d'exposition à la radiation:

Cet équipement respecte les limites d'exposition aux rayonnements IC définies pour un environnement non contrôlé. Cet équipement doit être installé et mis en marche à une distance minimale de 0.5cm qui sépare l'élément rayonnant de votre corps.

EEA Notices

This product carries the European CE mark. This mark indicates compliance with all applicable EU regulations and directives. A full copy of the EU Declaration of Conformity can be obtained from typeapproval@poly.com



Declaration of Conformity

In accordance with EN 17050-1:2010

EU Representative name and address:

Plantronics B.V.
Scorpius 171
2132 LR Hoofddorp
The Netherlands

Chamber of Commerce Amsterdam
Registration Number: 33277402

typeapproval@poly.com

We, Plantronics BV, declare under our sole responsibility that the following product(s), marketed under the "Plantronics", "Polycom" or "Poly" brands, are in conformity with 2014/53/EU, 2009/125 EC, EC 1275/2008, EU 801/2013, EC 278/2009, 2011/65 EU and carries the CE marking.

Model: CCX 500

Business Media Phone

(Radio operating between 2402 and 2480 MHz below 10mW average)
Marketed under the Poly brand

These products have been designed and manufactured in accordance with the following European standards:

EMC

EN 55024:2010/ EN 55024:2010+A1:2015
EN 55032:2015 + AC:2016 Class B
EN 301 489-1 v2.1.1
EN 301 489-1 v3.1.1
EN 61000-3-2:2014
EN 61000-3-3:2013

Radio

EN 300 328 v2.1.1(2016)
EN 62311:2008

Safety

EN 62368-1:2014+A11:2017
EN 60950-1:2006 + A11:2009 + A1:2020 + A12:2011 + A2:2013

RoHS

EN 50581:2012

CE Mark first applied to this product in 2020

Monmouth, UK: 16-Jan 2020

Place and Date of Issue

Matthew Sykes
Product Compliance Manager, Corporate Product Compliance
(Name; function)



Signature

For and on behalf of Plantronics BV. Place of issue: Hoofddorp, Netherlands. DoFC # CCX 500/16/01/20

Getting Help and Copyright Information

GETTING HELP

For more information about installing, configuring, and administering Poly products or services, go to [Poly Support](#).

Plantronics, Inc. (Poly – formerly Plantronics and Polycom)
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Patent Information

The accompanying product may be protected by one or more U.S. or foreign patents and/or pending patent applications held by Polycom, Inc.

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