

Using Approved Power Sources for Your Polycom® Phones

This engineering advisory shows you how to properly provide power to your Polycom phones. It will help you identify problems with your phone's power source and choose an approved power source for your phones.

This engineering advisory applies to all Polycom® SoundPoint® IP desktop phones, SoundStation® IP and SoundStation Duo™ conference phones, and VVX® business media phones.

How to Identify Problems with your Power Source

If you experience one or more of the following problems with your phone, use the information in this engineering advisory to ensure that you are using a Polycom approved power source.

- Your phone cannot connect to your network
- Your phone does not boot up properly

Identifying an Unapproved Power Source

Using an unapproved power source to power your phone can permanently damage its internal components. For example, you can cause damage to a phone's internal components if you try to power a newer model Polycom phone using hardware from older model Polycom phones. A common scenario is when users attempt to power a newer model Polycom phone using a Power Interface Module (PIM) or Universal Power Module (UPM) from an older SoundStation model, resulting in damage to the phone's components. Two examples of unapproved power sources are shown next.



SoundStation IP 4000 Power Interface Module



SoundStation VTX Universal Power Module

Using any of the following power sources to power a newer model phone can result in damage to your phone. You should avoid using these power sources.



- PIMs from legacy phones such as the SoundStation and SoundStation Premier
- PIMs with part number: 2215-06626-001 from SoundStation IP 3000 and 4000 conference phones
- PIMs with Power over Ethernet (PoE) pass-through and part number 2215-06630-601 from SoundStation IP 3000 and 4000 conference phones
- UPMs with part number: 2200-07156-001 from legacy SoundStation VTX conference phones
- UPMs with part number 2201-06856-001 from SoundStation conference phones
- PIMs from Cisco 7936, Nortel 2033, Avaya 2033, or Avaya 4690 conference phones

Using an Approved Power Source

Polycom recommends using the following sources to power your phone:

- **AC power** You can power your phone using AC power from a wall outlet. Ensure that you use the original power supply cable and power adapter which came with your phone.
- **Power over Ethernet** You can also power your phone using PoE. Ensure that you use the original Ethernet cable which came with your phone or a Cat-5 (or better) Ethernet cable certified for network use. You may also need to check with your switch vendor to ensure your PoE switch meets the standards set by IEEE 802.3af.

Power Over Ethernet

All Polycom phones feature a Power over Ethernet (PoE) connection that provides power to the phone and connects the phone to your network. To take advantage of PoE, you will need an Ethernet cable plugged into a PoE-capable switch. If your organization does not use a PoE switch, you can connect the Ethernet cable into an internet switch and provide power to the phone with a power adapter.

Polycom recommends that you carefully read the warning labels in the user guide for your phone that inform you about potential damage to your phone when using unapproved power sources.



Web Info: Phone-specific User Guides

You can find instructions on how to power your phone using an approved power source in the user guide for your phone model, located on the [Polycom Voice Support](#) Website.

Warranty may be voided if users do not comply with the information on the warning labels of SoundPoint IP, VVX, SoundStation IP 5000, 6000, 7000, and SoundStation Duo phones.



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