



Polycom® SoundStation® IP 7000 Conference Phone
Connected to a Polycom® HDX® System or
Polycom® RealPresence® Group System in
Unsupported VoIP Environments



Polycom® SoundStation® IP 7000 Conference Phone Connected to a Polycom® HDX® System or Polycom® RealPresence® Group System in Unsupported VoIP Environments Integration Guide

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6001 America Center Dr
San Jose, CA 95002
USA

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About This Guide

This guide explains how to integrate the Polycom® SoundStation® IP 7000 conference phone with a Polycom® HDX® system or Polycom® RealPresence® Group system in an unsupported VoIP environment. In this environment, you can use your phone to manage both audio-only and video calls, as well as conference calls that have a combination of audio-only and video calls.

Note

An unsupported VoIP environment is a call platform that has not been tested with the SoundStation IP 7000 and therefore is not supported. For a current list of supported call platforms, refer to the [SoundStation IP Platform Compatibility Web page](#).

In this guide, you will find everything you need to know to set up the SoundStation IP 7000 conference phone with a Polycom HDX system or Polycom RealPresence Group system. Be sure to verify that your network is prepared for configuring the conference phone and Polycom HDX system or Polycom RealPresence Group system. As well, be sure to read the [Parts List](#) and [Safety Notices](#) sections in this guide before you set up and use the conference phone, Polycom HDX system, or Polycom RealPresence Group system.

For information on using the SoundStation IP 7000 phone with a Polycom HDX system or Polycom RealPresence Group system in an unsupported VoIP environment, refer to the [User Guide for the SoundStation IP 7000 Phone Connected to a Polycom HDX System or Polycom RealPresence Group System in Unsupported VoIP Environments](#), available from the [SoundStation IP 7000 Video Integration with HDX Series and RealPresence Group Series Support page](#).

Changes to This Guide

The following update has been made to this guide since the previous edition:

- Ability to connect a Polycom RealPresence Group system to the SoundStation IP 7000 phone.

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Integrating the SoundStation IP 7000 Phone

This guide describes how to integrate the SoundStation IP 7000 conference phone with a Polycom HDX system or Polycom RealPresence Group system in an unsupported VoIP environment. It also describes how to upgrade the phone's software when it is connected to a Polycom HDX system or Polycom RealPresence Group system. You'll also learn how calls are initiated – using either the SoundStation IP 7000, Polycom HDX system, or Polycom RealPresence Group system – when you place a call from your phone.

The SoundStation IP 7000 phone is compatible with the following Polycom HDX systems:

- Polycom® HDX® 4000 series
- Polycom® HDX® 6000 HD
- Polycom® HDX® 7000 series
- Polycom® HDX® 8000 HD
- Polycom® HDX® 9000 series

The SoundStation IP 7000 phone is compatible with the following Polycom RealPresence Group systems:

- Polycom® RealPresence® Group 300
- Polycom® RealPresence® Group 500
- Polycom® RealPresence® Group 700

Note

Polycom strongly recommends that you connect the SoundStation IP 7000 to the LAN using the included network cable and to the Polycom HDX system or Polycom RealPresence Group system using a Polycom Microphone Array Cable. A LAN connection enables access to the phone's the Web Configuration Utility and the phone to access a provisioning server and a time server.

A provisioning server facilitates software upgrades, language support, configuration management, and diagnostic logging, which is helpful if troubleshooting is required. Access to a time server enables display of the current date and time on the phone's display. For more information, refer to [Setting Up a Provisioning Server](#) on page 15.

The Polycom Web Configuration Utility is most suitable for facilitating software upgrades, configuration management, and access to diagnostic information for SoundStation IP 7000 phones. For more information on the utility, see the [Polycom Web Configuration Utility User Guide](#), available from the [Polycom UC Software Resource Center](#).

The topics in this chapter include:

- [Before You Begin](#) on page 2
- [Connecting the Phone to the Network](#) on page 6
- [Setting Up the Polycom HDX or Polycom RealPresence Group System](#) on page 6
- [Updating the Polycom HDX System Software](#) on page 7
- [Connecting the Phone to the Polycom HDX System or Polycom RealPresence Group System](#) on page 7
- [Setting Up the Phone](#) on page 9
- [Upgrading the Phone's Software](#) on page 13
- [Determining Which Endpoint Handles a Call](#) on page 18
- [Understanding Microphone and Speaker Behavior](#) on page 19

To troubleshooting any issues with the phone, refer to [Troubleshooting Your Phone](#) on page 21.

Before You Begin

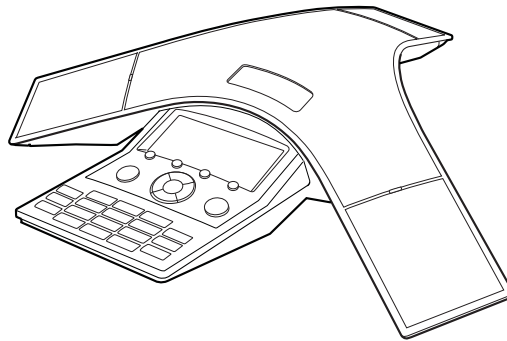
Before you begin, familiarize yourself with the contents of the basic phone package and any accessories you need for your setup.

Parts List

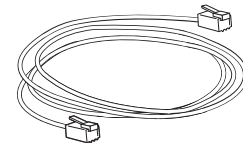
The following items are included in the basic phone package:

- Polycom SoundStation IP 7000 Conference Phone
- 7.6m (25ft) Network Cable
- Quick Start Guide

SoundStation IP 7000 Conference Phone



7.6m (25ft) Network Cable



Quick Start Guide



Optional and Required Accessories

You require a Polycom Microphone Array Cable to connect the phone to the Polycom HDX system or Polycom RealPresence Group system. It is not part of the basic phone package, but is included in the separate SoundStation IP 7000/Polycom HDX/Polycom RealPresence Group system integration package. The cable is also available as a separate item.

The following items are optional accessories for the phone:

- External Microphone Kit with two SoundStation IP 7000 analog expansion microphones

Note

Polycom recommends that you connect Polycom Microphone Arrays only in a SoundStation IP 7000/HDX or RealPresence Group system integration. Only one analog expansion microphone can be connected to the phone. The other microphone connector on the phone must be available to connect to the Polycom HDX or Polycom RealPresence Group system. If you connect them to the Polycom HDX or Polycom RealPresence Group system, they will not function.

- Two Polycom Microphone Arrays with cables
- Mobile Device Cables (2.5mm and 3.5mm)
- Computer Calling Cable

- AC Power Kit with a Power Adapter, Regional Power Cord, and Power Insertion Cable
- Multi-Interface Module package with:
 - Multi-Interface Module
 - 3.6m (12ft) Network Cable (10-pin)
 - Power Adapter
 - Regional Power Cord
- Polycom Touch Control

Supported SoundStation IP 7000, Polycom HDX, and Polycom RealPresence Group System Software Interoperability

To operate your phone in this environment, Polycom recommends that you run the most recent combination of software on the phone and the Polycom HDX system or Polycom RealPresence Group system. Refer to the latest *Release Notes* for your phone and system for specific compatibility requirements and recommendations. You can find the Release Notes on the [SoundStation IP 7000 Video Integration with HDX Series and RealPresence Group Series](#) Support page.

Overview

To integrate the SoundStation IP 7000 conference phone with a Polycom HDX system or Polycom RealPresence Group system, complete the following steps:

1. (Optional, but highly recommended.) Connect the phone to the local area network (LAN) using the supplied network cable. Refer to [Connecting the Phone to the Network](#) on page 6.
2. (Optional; requires step 1.) Upgrade the phone before connecting it to the Polycom HDX system or Polycom RealPresence Group system.

To determine the software version running on the phone, press the **Menu** key, and then select **Status > Platform > Application > Main**.

Refer to [Upgrading the Phone's Software](#) on page 13.

3. Set up the Polycom HDX system or Polycom RealPresence Group system. Refer to [Setting Up the Polycom HDX or Polycom RealPresence Group System](#) on page 6.
4. Verify the Polycom HDX system software. To verify the software, go to **System > System Information**.

If necessary, update the software so it can work with the phone. Refer to [Updating the Polycom HDX System Software](#) on page 7.

Note

You don't have to verify the Polycom RealPresence Group system software; the SoundStation IP 7000 phone will work with all system versions.

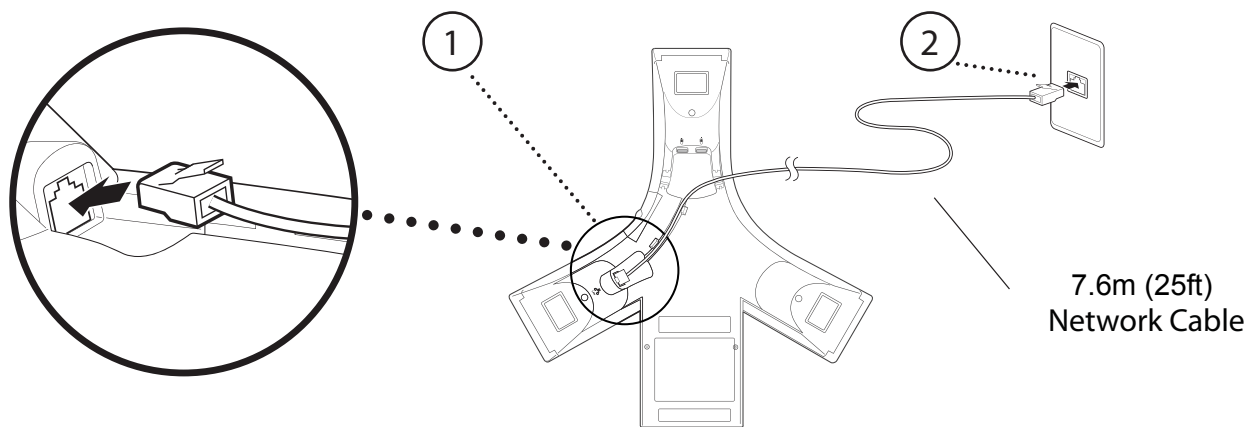
5. Connect the phone to the Polycom HDX system or Polycom RealPresence Group system. Refer to [Connecting the Phone to the Polycom HDX System or Polycom RealPresence Group System](#) on page 7.
6. Make any optional changes to the phone and connect the phone to any optional components. Refer to [Setting Up the Phone](#) on page 9.

Connecting the Phone to the Network

Note

Connecting the SoundStation IP 7000 conference phone to the network is optional, but highly recommended (for the reasons discussed at the beginning of this chapter).

The following figure shows how to connect the phone to the network.



To connect the SoundStation IP 7000 phone to the network:

1. Connect the 7.6m (25ft) Network Cable to the LAN jack on the phone.
2. Connect the other end of the 7.6m (25ft) Network Cable to an available LAN port on the wall or hub/switch device port.

Note

AC power adapters are not included in the basic phone package. Power will be provided to the phone from the Polycom HDX or Polycom RealPresence Group system when connected using the Polycom Microphone Array Cable.

Setting Up the Polycom HDX or Polycom RealPresence Group System

For information on installing the Polycom HDX or Polycom RealPresence Group system, refer to the Setup Sheet for your system. For information on configuring the system, refer to the Administrator's Guide for your system. Both documents are available by navigating to your system from the [Video Support](#) Web page.

Updating the Polycom HDX System Software

Before you connect the SoundStation IP 7000 phone to a Polycom HDX system, verify that the software running on the Polycom HDX system is at version 3.0 or later. To verify the software version, using the HDX remote, go to **System > System Information**. If the software is not 3.0 or later, update the system software using the Polycom HDX Web Interface, so the system will integrate with the phone. For more information, refer to *Installing Polycom HDX Software and Options* and the *Release Notes for Polycom HDX Systems*, available by navigating to your system from the [Video Support](#) Web page.

Connecting the Phone to the Polycom HDX System or Polycom RealPresence Group System

Note

If a Polycom SoundStructure™ C-Series digital mixer is already connected to the Polycom HDX system or Polycom RealPresence Group system, you cannot connect the SoundStation IP 7000 phone to it. If you connect the phone, the message “Daisy-Chaining Error: Unsupported link. Contact IT Manager” appears.

When you connect the phone to the Polycom HDX system or Polycom RealPresence Group system, you need the Polycom Microphone Array Cable, which is the cable used to connect your Polycom Microphone Array to the Polycom HDX system or Polycom RealPresence Group system.

Note

Only a single SoundStation IP 7000 phone can be connected to a Polycom HDX system or Polycom RealPresence Group system. Additionally, up to two Polycom Microphone Arrays can be daisy-chained with the phone in any order using Polycom Microphone Array Cables. When connected to a Polycom RealPresence Group 300 or 500 system, only one Polycom Microphone Array can be daisy-chained with the phone in any order using Polycom Microphone Array Cables.

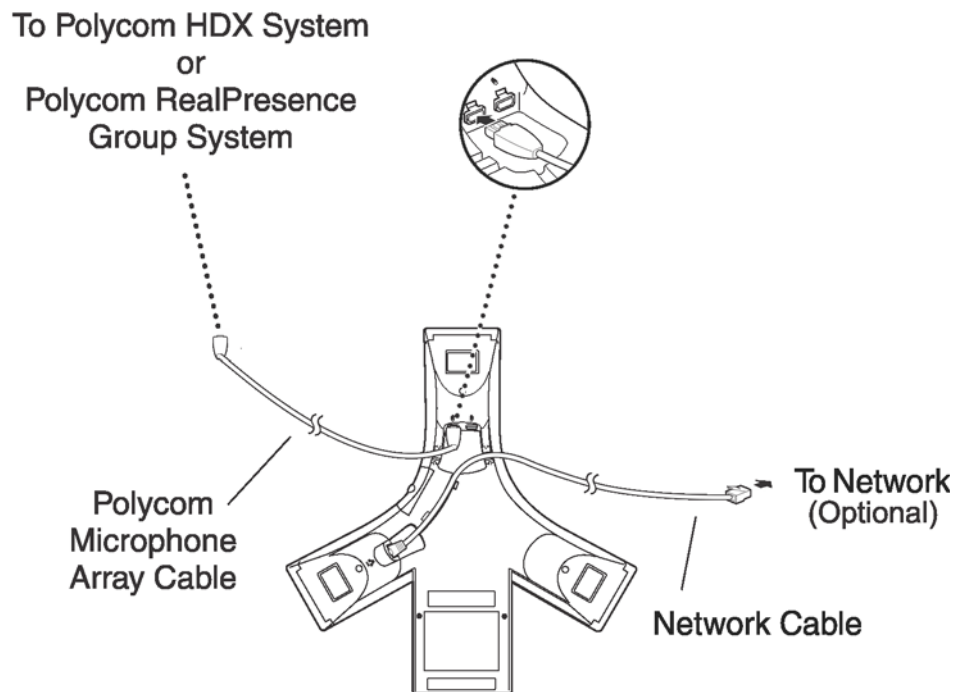
To connect the SoundStation IP 7000 phone to the Polycom HDX system or Polycom RealPresence Group system:

1. Disconnect the Polycom Microphone Array Cable from the Polycom HDX system or Polycom RealPresence Group system.

If you have an additional Polycom Microphone Array Cable, leave the existing Polycom Microphone Arrays (up to two with Polycom HDX systems and Polycom RealPresence Group 700 system only) connected to the Polycom HDX system or Polycom RealPresence Group system and use the additional cable to connect the phone to the existing Polycom Microphone Array.

2. Connect one end of the Polycom Microphone Array Cable into an available microphone connector on the phone.

The following figure shows how to connect the Polycom Microphone Array Cable to an available microphone connector on the phone. The other end of the cable connects to the Polycom HDX system or Polycom RealPresence Group system.



Note

Polycom HDX 9000 systems require an adapter to plug in the Polycom Microphone Array Cable. The adapters are shipped with the cables for the Polycom HDX 9000 systems only.

3. Attach the Polycom Microphone Array Cable to the Polycom HDX system or Polycom RealPresence Group system. For information on where the microphone connector is located on the system, refer to the 'Optional setup' instructions in the Setup Guide for your system, available by navigating to your system from the [Video Support](#) page.

Setting Up the Phone

Before you use your phone with a Polycom HDX system or Polycom RealPresence Group system (in a non-supported VoIP environment), you must make a number of changes to your phone. Refer to [Changing Your Phone to Use a Polycom HDX System or Polycom RealPresence Group System](#) on page 9.

Note

If the time and date are flashing on the phone, refer to [Troubleshooting Your Phone](#) on page 21 for instructions on how to disable the display.

Connect the SoundStation IP 7000 phone to any optional equipment, such as external microphones.

The phone can also connect to audio from a mobile device or from a computer calling application. Refer to [Connecting an Optional External Microphone](#) on page 10 and [Connecting Optional Auxiliary Audio Components](#) on page 11.

Note

As of Polycom UC Software 4.0.0, you can make configuration changes through the Web Configuration Utility. See the [Polycom Web Configuration Utility User Guide](#), available from the [Polycom UC Software Support Center](#).

Changing Your Phone to Use a Polycom HDX System or Polycom RealPresence Group System

Before you use your phone with a Polycom HDX system or Polycom RealPresence Group system, set up the phone number to be displayed on the phone.

Note

The extension number displayed on the SoundStation IP 7000 phone will be updated to automatically reflect the Polycom HDX or Polycom RealPresence Group system's Analog Phone number (or Voice Over ISDN number, for Polycom HDX systems).

To set up phone number for the SoundStation IP 7000:

1. Press the **Menu** key, and then select **Settings > Advanced > Admin Settings**, and select the extension you want to set up.

When prompted, enter the administrative password. The default value is **456**.

2. Enter the extension that you want displayed on the SoundStation IP 7000.
3. Press the **Save** soft key.

Connecting an Optional External Microphone

When the phone is connected to a Polycom HDX system or Polycom RealPresence Group system:

- It acts as a microphone for all calls on the Polycom HDX system or Polycom RealPresence Group system. One (with Polycom RealPresence Group 300 and 500 systems only) or two Polycom Microphone Arrays may be used as extension microphones. (Only one Ceiling Microphone Array can be connected.)
- When the call is audio only, the speaker in the phone is used. Otherwise, the audio comes from the Polycom HDX system or Polycom RealPresence Group system.
- You can also attach one analog SoundStation IP 7000 expansion microphone to the phone.

You can connect a microphone to the phone using an optional External Microphone Kit. Depending on the External Microphone Kit you have, the kit will contain either two SoundStation IP 7000 expansion microphones (analog), or up to two Polycom Microphone Arrays (digital) daisy-chained. You cannot connect analog SoundStation IP 7000 expansion microphones and Polycom Microphone Arrays together.

Note

The analog SoundStation IP 7000 expansion microphones and associated microphone cables have 'keyed' connectors and must only be connected to a SoundStation IP 7000.

For this deployment, you can only connect one analog expansion microphone or up to two Polycom Microphone Arrays (daisy-chained) to the microphone connector on the phone. The other microphone connector on the phone must be available to connect to the Polycom HDX or Polycom RealPresence Group system.

Instead of connecting the Polycom Microphone Arrays to the phone, you can connect up to two Polycom Microphone Arrays to the Polycom HDX or Polycom RealPresence Group system. For more information on connecting microphones to your system, refer to the 'Optional setup' instructions in the Setup Guide for your system (available by navigating to your system from the [Video Support](#) page).

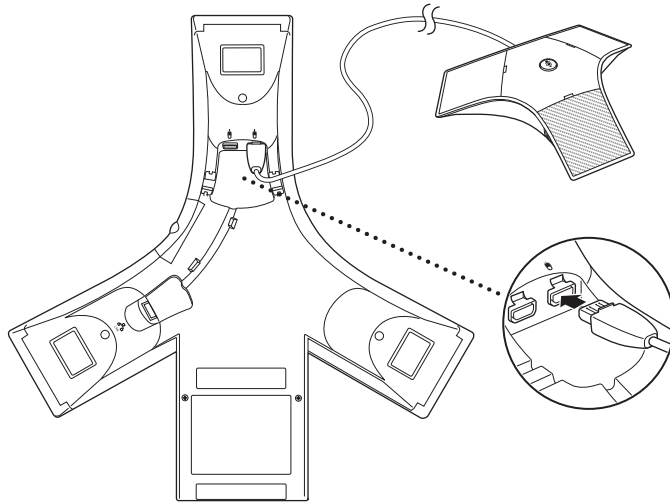
To connect a SoundStation IP 7000 expansion microphone, connect the microphone cable to the connector on the phone and the other to the microphone.

To connect up to two Polycom Microphone Arrays, connect one to the connector on the phone and the other to a connector on the microphone. To add a second microphone, remove the cover from the connector on the first and connect the microphone cable to it and then to the other microphone.

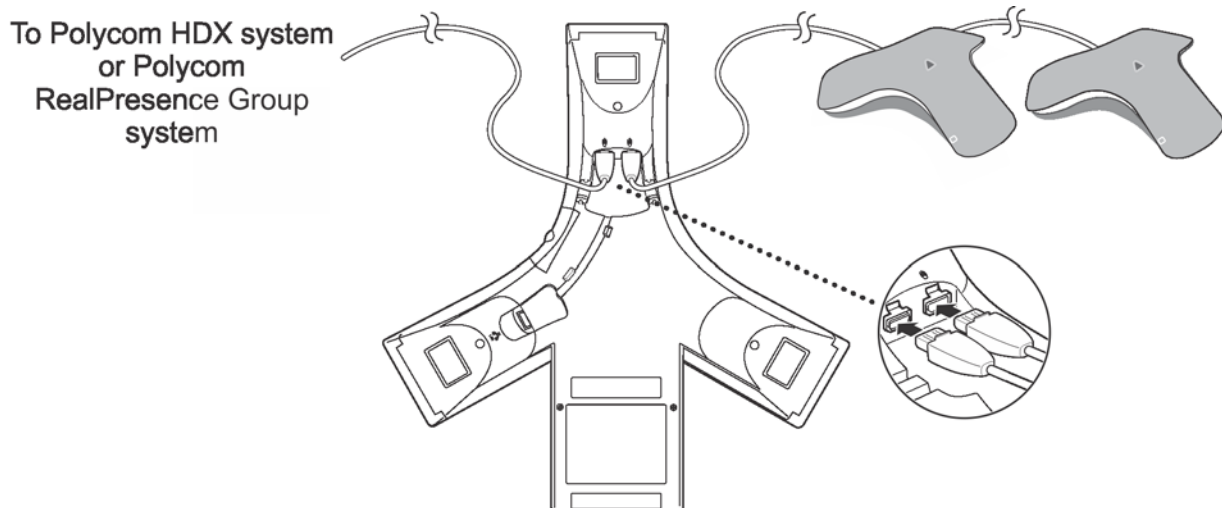
Note

The Polycom Microphone Arrays and the SoundStation IP 7000 can be connected in any order.

The following figure shows a SoundStation IP 7000 expansion microphone connected to a phone.



The following figure shows two Polycom Microphone Arrays connected to a phone when integrated with a Polycom HDX system or a RealPresence Group 700 system.



Connecting Optional Auxiliary Audio Components

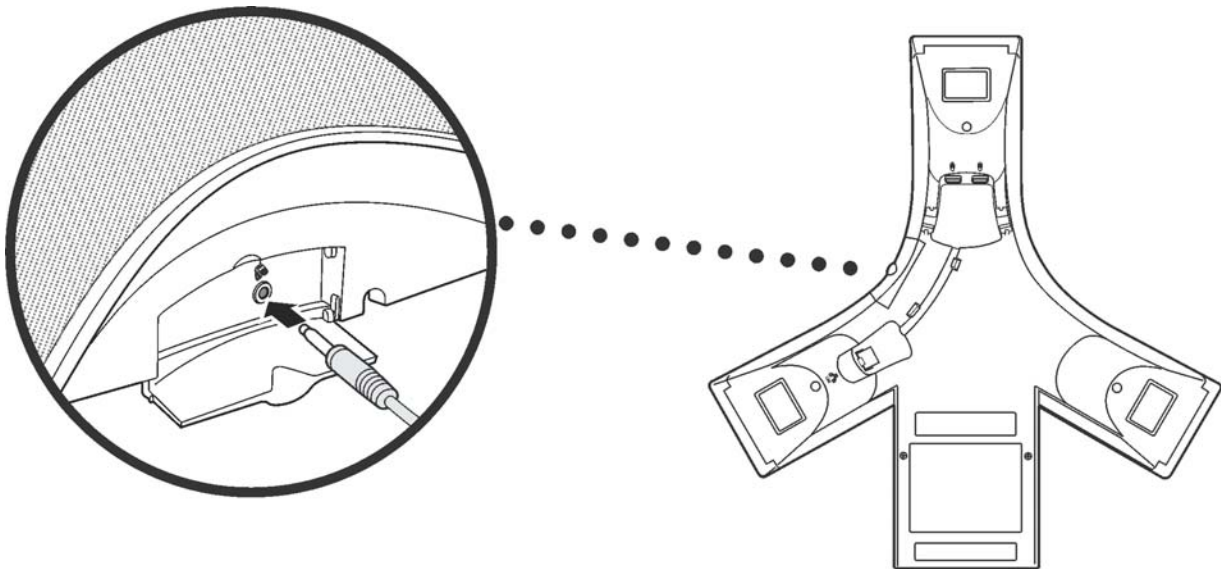
You can connect the SoundStation IP 7000 phone to optional auxiliary audio components. For example, you can connect audio components like a 2.5mm audio connector on the phone to hear audio from mobile devices and computer calling applications.

To connect a mobile device to the phone, you require the optional Mobile Device Cable. To connect a computer calling application to the phone, you require the optional Computer Calling Cable.

Connecting Mobile or Computer Audio to the 2.5mm Audio Connector

The phone has a 2.5mm audio connector to connect to a mobile device or to a computer calling application. You connect a mobile device so you can use the conference phone speaker to hear mobile device calls. You connect a computer to stream two-way audio from computer calling applications for hands-free conversations. The 2.5mm audio connector is located on the right side of the conference phone, behind a door you flip open.

The following figure shows the 2.5mm audio connector behind the door on the side of the conference phone. The 2.5mm audio connector has a mobile phone icon above it.



To connect audio from a mobile device:

- >> Connect one end of the optional Mobile Device Cable to the headset jack on a mobile device, and connect the other end to the 2.5mm audio connector on the conference phone.

For information on using the conference phone with a mobile device connection, refer to the section "Using Computer or Mobile Audio with the Conference Phone" in the *User Guide for the Polycom SoundStation IP 7000 Phone*.

To connect audio from a computer calling application:

>> Connect one end (the end with two connectors) of the Computer Calling Cable to the audio out and microphone ports on a computer, and connect the other end to the 2.5mm audio connector on the phone.

For information on using the phone with a computer calling application, refer to the section “Using Computer or Mobile Audio with the Conference Phone” in the *User Guide for the Polycom SoundStation IP 7000 Phone*.

Upgrading the Phone’s Software

To determine compatible version combinations of software for your phone and Polycom HDX system or Polycom RealPresence Group system, refer to [Supported SoundStation IP 7000, Polycom HDX, and Polycom RealPresence Group System Software Interoperability](#) on page 4.

To upgrade the phone’s software, you will need to do one of the following:

- Use the Polycom Customer Support provisioning server to provision the phone. Refer to [Using the Polycom Customer Support Provisioning Server](#) on page 14.

or

- Set up a provisioning server on your network and use it to provision the phone. To do this, you must:
 - Download the latest UC Software from the [SoundStation IP 7000 Video Integration with HDX Series and RealPresence Group Series Support](#) page. Refer to [Locating the Latest UC Software](#) on page 15.
 - Set up a provisioning server. Refer to [Setting Up a Provisioning Server](#) on page 15.
 - Download the new software to the phone. Refer to [Downloading New Software to the Phone](#) on page 16.

For more information on upgrading your phone’s software, refer to the latest *Polycom UC Software Administrators’ Guide* on the [SoundStation IP 7000 Video Integration with HDX Series and RealPresence Group Series Support](#) page.

Note

As of Polycom UC Software 4.0.1, you can also upgrade the phone’s software through the Web Configuration Utility software upgrade option. For more information, see [Using the Software Upgrade Tool in the Web Configuration Utility \(Feature Profile 67993\)](#) on the [Polycom Profiled UC Software Features Support](#) page.

Using the Polycom Customer Support Provisioning Server

To use the Polycom Customer Support provisioning server to download the software, you must change the default network configuration parameters on the SoundStation IP 7000 phone.

Note

The phone must be connected to the local area network to provision the new software to the phone. Refer to [Connecting the Phone to the Network](#) on page 6.

To download the new software to the SoundStation IP 7000 phone:

1. Reboot the phone by pressing the reboot multiple key combination.
Press and hold the *, #, Volume-, and Volume+ keys simultaneously until a confirmation tone is heard or for about three seconds.
2. While the phone is in its boot cycle, press **Cancel**, and then press the **SETUP** soft key.
3. Enter the administrative password, and then press the **OK** soft key.
The default password is **456**.
4. Do one of the following:
 - If DHCP is supported on the network:
 - a Select **Ethernet Menu** and confirm that the **DHCP Client** is enabled.
If it isn't enabled, press the **EDIT** soft key, use the right arrow key to select **Enabled**, and then press the **OK** soft key.

Note

If DHCP is not supported by the network, you will need to set the phone IP address, subnet mask, DNS, and gateway settings (see the second part of this step). Contact your system administrator for these values.

- b Press the **EXIT** soft key.
- c Select **Provisioning Server**, then select **DHCP Menu**.
- d Scroll to **Boot Server**, then press the **EDIT** soft key. Using the right arrow key, select **Static**, and then press the **OK** soft key.
- e Press the **EXIT** soft key twice.
- If DHCP is not supported on the network:
 - a Select **Ethernet Menu**.
 - b Scroll to **Phone IP Addr**, then press the **EDIT** soft key. Enter the phone IP address, then press the **OK** soft key.
 - c Scroll to **Subnet Mask**, then press the **EDIT** soft key. Enter the subnet mask, then press the **OK** soft key.

- d** Scroll to **IP Gateway**, then press the **EDIT** soft key. Enter the IP gateway address, then press the **OK** soft key.
 - e** Press the **EXIT** soft key.
 - f** Scroll to **DNS Server**, then press the **EDIT** soft key. Enter the DNS server address, then press the **OK** soft key.
 - g** Scroll to **DNS Domain**, then press the **EDIT** soft key. Enter the DNS domain name, then press the **OK** soft key.
- 5.** Select **Provisioning Server**.
 - 6.** Scroll to **Server Type**, then press the **EDIT** soft key. Use the right arrow key to select **HTTP**, then press the **OK** soft key.
 - 7.** Scroll to **Server Address**, then press the **EDIT** soft key. Enter **downloads.polycom.com/voice/IP7000** as the server address, then press the **OK** soft key.
The URL is case sensitive.
 - 8.** Press the **EXIT** soft key twice.
 - 9.** Select **Save & Reboot**.

The phone will reboot. While it reboots, several messages will appear on the screen.

Note

The upgrade process will take some time. The exact time depends on how busy the network is and the type of protocol used. An update time greater than 10 minutes is not unusual.

Once the upgrade is complete, you can use the phone to place and answer calls.

Locating the Latest UC Software

To find the appropriate software version, refer to the [Polycom UC Software/Polycom SIP Software Release Matrix](#) on the Polycom Customer Support web site. You can download the software and release notes from the [SoundStation IP 7000 Video Integration with HDX Series and RealPresence Group Series](#) Support page.

Setting Up a Provisioning Server

You can use any computer on the network as the provisioning server (providing the application image and configuration files for the SoundStation IP 7000 phone). You need an FTP, FTPS, TFTP, HTTP, or HTTPS server running on a computer.

For information on setting up a provisioning server, see [How to Provision a Polycom Phone \(Provisioning Guide 68638\)](#), and the latest *Polycom UC Software Administrators' Guide*. Both documents are available on the [SoundStation IP 7000 Video Integration with HDX Series and RealPresence Group Series Support](#) page.

Downloading New Software to the Phone

To use the provisioning server you just set up, you must change the default network configuration parameters on the SoundStation IP 7000 phone.

Note

The phone must be connected to the local area network to download the new software to the phone. Refer to [Connecting the Phone to the Network](#) on page 6.

To download the new software to the SoundStation IP 7000 phone:

1. Reboot the phone by pressing the reboot multiple key combination.
Press and hold the *, #, Volume-, and Volume+ keys simultaneously until a confirmation tone is heard or for about three seconds.
2. While the phone is in its boot cycle, press **Cancel**, and then press the **SETUP** soft key.
3. Enter the administrative password, then press the **OK** soft key.
The default password is **456**.
4. Do one of the following, depending if DHCP is supported on the network:

Note

If DHCP is not supported by the network, you will need to set the phone IP address, subnet mask, DNS, and gateway settings (see the second part of this step). Contact your system administrator for these values.

- If DHCP is supported on the network:
 - a Select **Ethernet Menu** and confirm that the **DHCP Client** is enabled.
If it isn't enabled, press the **EDIT** soft key, use the right arrow key to select **Enabled**, and then press the **OK** soft key.
 - b Press the **EXIT** soft key.
 - c Select **Provisioning Server**, then select **DHCP Menu**.
 - d Scroll to **Boot Server**, then press the **EDIT** soft key. Using the right arrow key, select **Static**, and then press the **OK** soft key.
 - e Press the **EXIT** soft key twice.

- If DHCP is not supported on the network:
 - a** Select **Ethernet Menu**.
 - b** Scroll to **Phone IP Addr**, then press the **EDIT** soft key. Enter the phone IP address, then press the **OK** soft key.
 - c** Scroll to **Subnet Mask**, then press the **EDIT** soft key. Enter the subnet mask, then press the **OK** soft key.
 - d** Scroll to **IP Gateway**, then press the **EDIT** soft key. Enter the IP gateway address, then press the **OK** soft key.
 - e** Press the **EXIT** soft key.
 - f** Scroll to **DNS Server**, then press the **EDIT** soft key. Enter the DNS server address, then press the **OK** soft key.
 - g** Press the **EXIT** soft key.
 - h** Scroll to **DNS Domain**, then press the **EDIT** soft key. Enter the DNS domain name, then press the **OK** soft key.
- 5.** Select **Provisioning Server**.
- 6.** Scroll to **Server Type** and select the server type that is appropriate to your environment.

For example, if you are using an FTP server, verify that the Server Type is set to **FTP**. To change it to FTP from another value, press the **EDIT** soft key, use the right arrow key to select **FTP**, and then press the **OK** soft key.
- 7.** Scroll to **Server Address**, then press the **EDIT** soft key. Enter the IP address of the computer that is running the server, then press the **OK** soft key.

If your computer is running the FTP server, then enter your computer's IP address.
- 8.** Scroll to **Server User**, then press the **EDIT** soft key. Enter the user name, then press the **OK** soft key.

This is the user name you created when you set up the provisioning server.
- 9.** Scroll to **Server Password**, then press the **EDIT** soft key. This is the password you created when you set up the provisioning server.
- 10.** Press the **EXIT** soft key twice.
- 11.** Select **Save & Reboot**.

The phone will reboot. While the phone reboots, several messages will display. The upgrade process will take some time.

12. Monitor the provisioning server event log and the uploaded event log files.

Ensure that the download process completed correctly. All configuration files used by the provisioning server are logged. Two log files will be created called **[MACaddress]-boot.log** and **[MACaddress]-app.log**.

For more information on reading the log files, refer to the latest *Polycom UC Software Administrators' Guide* on the [SoundStation IP 7000 Video Integration with HDX Series and RealPresence Group Series Support](#) page.

If you turned on logging in the FTP server, you will see log messages describing the progress of file transfer. Once the upgrade is complete, you can use the phone to place and answer calls.

Determining Which Endpoint Handles a Call

To place a call from the SoundStation IP 7000, you press either the **Video** soft key – to place a video call – or the **Phone** soft key – to place an audio-only call. However, whether the call is handled by the SoundStation IP 7000, Polycom HDX system, or Polycom RealPresence Group system depends on the following:

- Whether the SoundStation IP 7000 phone is connected to the network and registered
- Whether your phone is connected to a Polycom HDX system or a Polycom RealPresence Group system
- Whether the Polycom HDX or Polycom RealPresence Group system is configured to handle video-only, or both video and audio-only calls (applicable to Polycom HDX systems only)

The following table shows which endpoint handles a call when the phone is not connected to the network.

SoundStation IP 7000 not connected to the network / Polycom HDX or RealPresence Group system Set Up for Video Calls Only	SoundStation IP 7000 not connected to the network / Polycom HDX System Set Up for Video and Audio-Only Calls
<ul style="list-style-type: none">• Video soft key initiates a Polycom HDX or RealPresence Group video call• Phone soft key is disabled	<ul style="list-style-type: none">• Video soft key initiates a Polycom HDX video call• Phone soft key initiates a Polycom HDX audio-only call

The following table shows which endpoint handles a call when the phone is connected to the network.

SoundStation IP 7000 connected to the network and registered / Polycom HDX or RealPresence Group system Set Up for Video Calls Only	SoundStation IP 7000 connected to the network and registered / Polycom HDX System Set Up for Video and Audio-Only Calls
<ul style="list-style-type: none"> • Video soft key initiates a Polycom HDX or RealPresence Group video call • Phone soft key initiates a SoundStation IP 7000 audio-only call 	<ul style="list-style-type: none"> • Video soft key initiates a Polycom HDX video call • Phone soft key initiates a SoundStation IP 7000 or Polycom HDX audio-only call. The endpoint that handles the call depends on the 'HDX Call Preference' that is configured for the Polycom HDX system. For information on configuring the HDX Call Preference, see the <i>Administrator's Guide for Polycom HDX Systems</i>, available by navigating to your system from the Video Support Web page.

Note

Video calls use either H.323, SIP, or ISDN (for Polycom HDX systems). Audio-only calls use SIP (for SoundStation IP 7000 phones), or POTS or ISDN (for Polycom HDX systems).

Not all Polycom HDX systems support ISDN. For information on which systems support ISDN, see your system documentation, available by navigating to your system from the [Video Support Web page](#).

Understanding Microphone and Speaker Behavior

When your phone is connected to a Polycom HDX system or Polycom RealPresence Group system, your setup may include additional microphones other than your phone's internal microphones. These microphones can include:

- Analog expansion microphones connected to your phone.
- Microphone Arrays connected to your Polycom HDX system or Polycom RealPresence Group system.
- Analog microphones connected to your Polycom HDX system or Polycom RealPresence Group system.

When you have a call – either audio-only or video – all microphones connected to the phone and Polycom HDX system or Polycom RealPresence Group system are used.

Even though your setup uses all microphones during a call, not all speakers are used. Depending on the call, either your phone's speaker is used, or the Polycom HDX or Polycom RealPresence Group system's speakers are used.

Speakers are used in the following ways:

- Video-only calls use the Polycom HDX or Polycom RealPresence Group system's speakers only.
- Audio-only calls use the SoundStation IP 7000 speaker only.
- Adding video to an audio-only call switches from the phone's speaker to the Polycom HDX or Polycom RealPresence Group system's speakers as soon as the video call connects.

Adding audio to a video call continues to use the Polycom HDX or Polycom RealPresence Group system's speakers. The Polycom HDX or Polycom RealPresence Group system speakers are used as long as there is one video participant.

Troubleshooting Your Phone


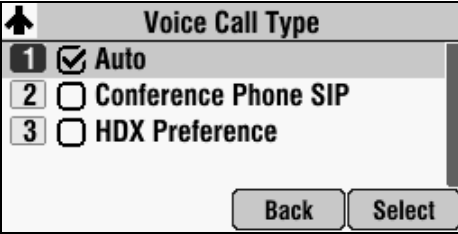
This chapter contains general troubleshooting information to help you solve any problems you might encounter when you use the SoundStation IP 7000 conference phone with the Polycom HDX system or Polycom RealPresence Group system in an unsupported VoIP environment. The tables in this chapter list possible trouble symptoms, the likely causes of these problems, and recommended corrective actions to take. Problems are grouped as follows:

- [Calling](#)
- [SoundStation IP 7000 Display](#)
- [Upgrading the SoundStation IP 7000 Phone](#)




If you require more information or assistance, contact your system administrator.

Calling

Symptom	Problem	Corrective Action
Voice calls are not coming to the SoundStation IP 7000 phone.	The call type is not set correctly.	Ensure that the Polycom HDX or Polycom RealPresence Group system has an active voice interface installed and it is listed as the first interface. Refer to the <i>Administrator's Guide for Polycom HDX Systems</i> , available by navigating to your system from the Video Support page.
	There is a faulty connection between the SoundStation IP 7000 phone and the Polycom HDX or Polycom RealPresence Group system.	Do one of the following: <ul style="list-style-type: none">• Check the cabling.• Ensure both the video system and phone can “see” each other. On the Polycom HDX or Polycom RealPresence Group system, go to System > System Information. On the phone, press the Menu key, and then select Settings > Advanced > Admin Settings > Voice Call Type.

Symptom	Problem	Corrective Action
<p>There is a dial tone, but the call is not going through.</p>		<p>Do one of the following:</p> <ul style="list-style-type: none"> • Ensure that the Polycom HDX or Polycom RealPresence Group system has an active voice interface installed and it is listed as the first interface. • Ensure that the Polycom HDX or Polycom RealPresence Group system's active voice interface is connected to an active network. • Verify the call type: <p>Press , and then select Settings > Advanced > Admin Settings > Voice Call Type. When prompted for the administrative password, enter 456. The Voice Call Type menu appears.</p>  <p>Verify that the call type is set to Auto. Press the Select soft key if you change the selection.</p>
<p>The dial tone level is too loud when adding a POTS call to an existing video call.</p>		<p>Do the following:</p> <ol style="list-style-type: none"> 1. Open the video-configuration.cfg configuration file in an XML editor. 2. Locate the <code>pnet.remoteCall.localDialTone</code> and <code>pnet.remoteCall.allProgAtten</code> parameters. 3. If <code>pnet.remoteCall.localDialTone</code> is not 0, lower the value of <code>pnet.remoteCall.allProgAtten</code>. The default value is -15 and the range is -60 to 0. 4. Save your changes.

SoundStation IP 7000 Display

Symptom	Problem	Corrective Action
The time and date are flashing.	<p>You have disconnected your phone from the network/LAN or there is no SNTP server configured.</p> <p>Note: <i>The phone does not acquire time from the Polycom HDX or Polycom RealPresence Group system.</i></p>	<p>Do one of the following:</p> <ul style="list-style-type: none"> Reconnect your phone to the network. Disable the time and date display on the phone per the instructions below. <ol style="list-style-type: none"> Press , and then select Settings > Basic > Preferences > Time & Date. The Time & Date screen displays.  <ol style="list-style-type: none"> Scroll to Disable, and then press the Select soft key. Press  to return to the idle screen. The idle screen no longer displays the time and date.

Upgrading the SoundStation IP 7000 Phone

Symptom	Problem	Corrective Action
The SoundStation IP 7000 phone does not upgrade from the Polycom Customer Support provisioning server.	Network access is blocked.	<p>Using a computer on the same network as the phone, open a browser and enter http://downloads.polycom.com/voice/IP7000/000000000000.cfg as the web address.</p> <p>If the browser gets an error about not being able to find the file or server, there is a network connectivity issue from your location to the Polycom download server.</p>

Safety Notices

Service Agreements

Please contact your Polycom 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 Polycom, Inc. 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, 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.

Polycom Limited Warranty and Limitation Liability

LIMITED WARRANTY. Polycom 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 Polycom or its authorized reseller.

Polycom’s sole obligation under this express warranty is 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 are reasonably available, Polycom 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 Polycom. Replacement products or parts may be new or reconditioned.

Polycom 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 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.

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, lightening, 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 PRICE 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.

Safety and Compliance**Part 15 FCC Rules**

This device is compliant 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 interferences received, including interference that may cause undesired operation.

Class A Digital Device or Peripheral

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Modifications

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. This equipment may not be used on a coin service or party line.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

Plugs Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

Industry Canada (IC)

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

Cet appareil numérique de la classe [A] est conforme à la norme NMB-003 du Canada.

CE and VCCI Mark

This SoundStation IP 7000 phone is marked with the CE mark. This mark indicates compliance with EC Directive 1999/5/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

Safety and Compliance (continued)

CE Mark R & TTE Directive (EU only)

Polycom (UK) Ltd tímto prohlašuje, že tento SoundStation IP 7000 je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.

Undertegnede Polycom (UK) Ltd erklærer herved, at følgende udstyr SoundStation IP 7000 overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

Hiermit erklärt Polycom (UK) Ltd, dass sich das Gerät SoundStation IP 7000 in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

Käesolevaga kinnitab Polycom (UK) Ltd seadme SoundStation IP 7000 vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

Hereby, Polycom (UK) Ltd. declares that this SoundStation IP 7000 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Por medio de la presente Polycom (UK) Ltd declara que el SoundStation IP 7000 cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Polycom (UK) Ltd ΔΗΛΩΝΕΙ ΟΤΙ SoundStation IP 7000 ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/EK.

Par la présente Polycom (UK) Ltd déclare que l'appareil SoundStation IP 7000 est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

Con la presente Polycom (UK) Ltd dichiara che questo SoundStation IP 7000 è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

Hér með lýsir Polycom (UK) Ltd yfir því að SoundStation IP 7000 er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC

Ar šo Polycom (UK) Ltd deklare, ka SoundStation IP 7000 atbilst Direktivas 1999/5/EK būtiskajam prasibam un citiem ar to saistitajiem noteikumiem.

Šiuo Polycom (UK) Ltd deklaruoja, kad šis SoundStation IP 7000 atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

Hierbij verklaart Polycom (UK) Ltd dat het toestel SoundStation IP 7000 in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

Hawnhekk, Polycom (UK) Ltd, jiddikjara li dan SoundStation IP 7000 jikkonforma mal-htigijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Direttiva 1999/5/EC.

Alulírott, Polycom (UK) Ltd nyilatkozom, hogy a SoundStation IP 7000 megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EC irányelv egyéb előírásainak.

Polycom (UK) Ltd erklærer herved at utstyret SoundStation IP 7000 er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

Niniejszym Polycom (UK) Ltd oświadcza, że SoundStation IP 7000 jest zgodne z zasadniczymi wymaganiami oraz innymi stosownymi postanowieniami Dyrektywy 1999/5/WE

Polycom (UK) Ltd declara que este SoundStation IP 7000 está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Polycom (UK) Ltd tímto vyhlasuje, že SoundStation IP 7000 splna základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

Polycom (UK) Ltd vakuuttaa täten että SoundStation IP 7000 tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Härmed intygar Polycom (UK) Ltd att denna SoundStation IP 7000 står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

Safety and Compliance (continued)

この装置は、クラスA 情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。 VCCI- A

사용자 안내문

A 급기기(업무용 정보통신기기)

이 기기는 업무용으로 전자파적합등록을 한 기기이오니 판매자 또는 사용자는 이 점을 주의하시기 바라며 만약 잘못 판매 또는 구입하였을 때에는 가정용으로 교환하시기 바랍니다.

WARNING Electrical Safety

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 48Vdc, 0.375A. When used with the optional external power supply, the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.375A.

Russian Compliance

Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. DoC # СПД-5080. Expiry 02/24/2014.

New Zealand Telepermit

Polycom SoundStation IP 7000 Handsfree VoIP Conference Telephone PTC 216/08/011

PTC General Warning

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

Australia

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

Restriction of Hazardous Substances (RoHS)

All Polycom products comply with the requirements of the EU Directive Restriction of Hazardous Substances (RoHS) 2002/95/EC. Statements of compliance can be obtained from TypeApproval@polycom.com.

Safety and Compliance (continued)

Waste Electrical and Electronic Equipment (WEEE)



All Polycom products that fall within the scope of the EU Directive Waste Electrical and Electronic Equipment (WEEE) 2002/96/EC carry the crossed wheeled bin symbol which advises customers not to dispose of electronic products in the domestic waste stream but to recycle them safely as e-waste.

Polycom Take Back

In addition to any mandated take back requirement, Polycom offers free recycling of its branded products to business users. Details can be found at <http://www.polycom.com/company/about-us/recycle-program.html>.

Operating Ambient Conditions:

- Operating temperature: 32 - 104°F (0 - 40°C)
- Relative humidity: 20%-85% (noncondensing)
- Storage temperature: -22 - 131°F (-30 - 55°C)