POLYCOM®
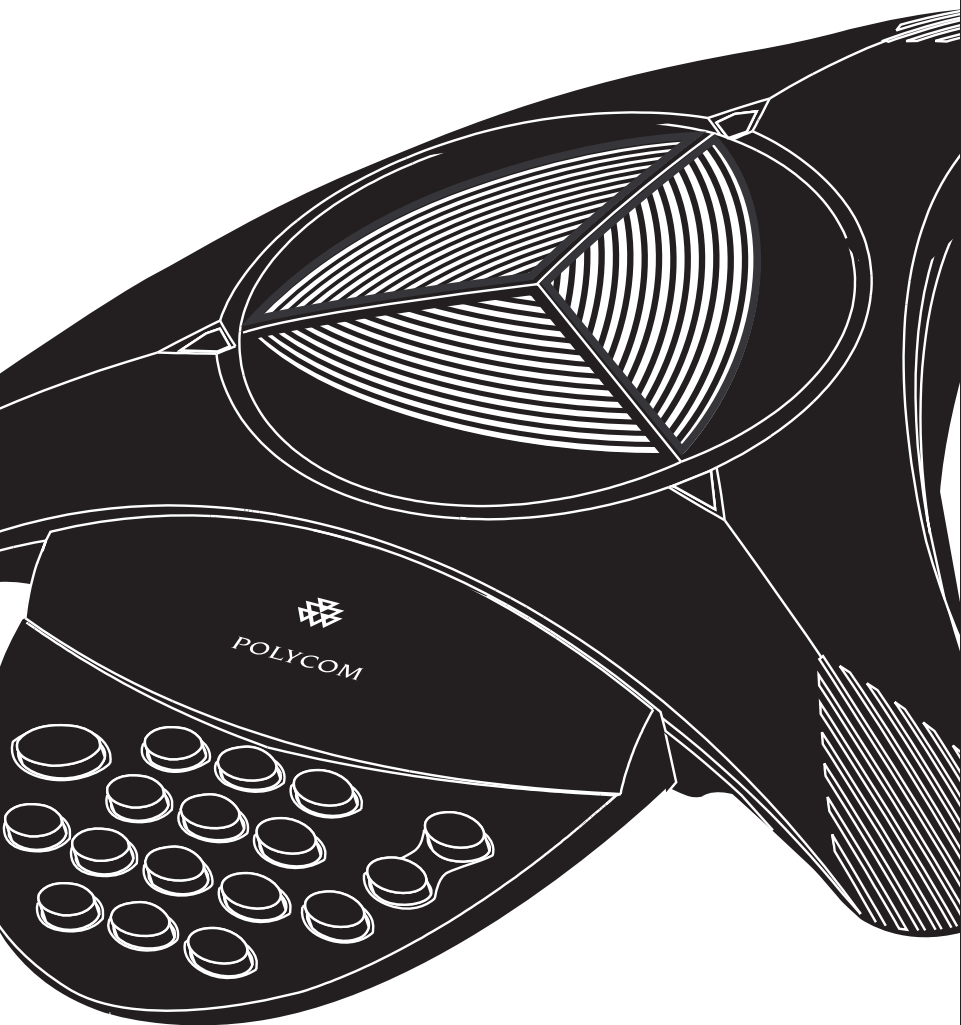
User Guide

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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Table of Contents

Thank You

Thank you for choosing the Polycom SoundStation2. In this User Guide, you will find teverything 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.

If you have a SoundStation2 conference telephone with a display, please refer to the documentation specific to these models.

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
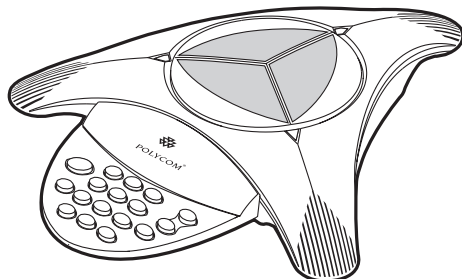
Interface Module
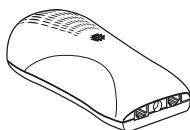
Console Cable

Documentation/CD

Telephone Cable

Setting up SoundStation2
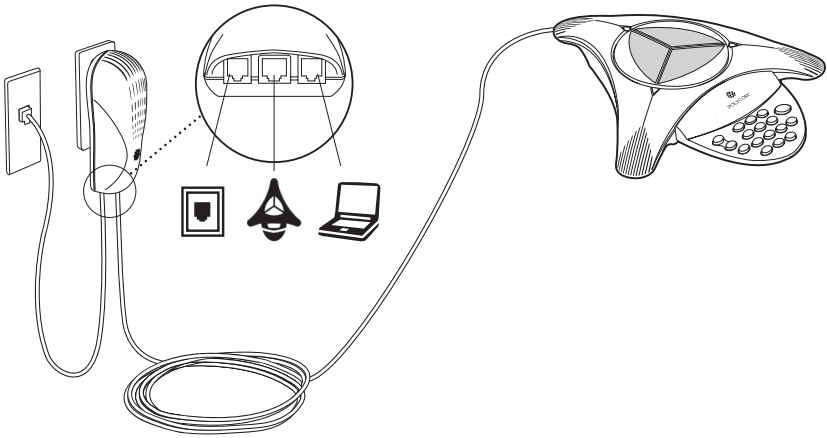
  Connection to telephone line.

  Connection to SoundStation2 console.

  Optional connection to telephone, fax machine or computer modem if you need to share a telephone line.

(Not available on all SoundStation2 models.)

Features

LED Indicators

The LEDs located on the top of your SoundStation2 indicate the current status of your conference phone.
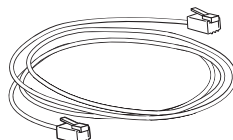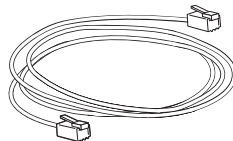
Green - your call is in progress.
Blinking green - a call is incoming.
Red - your call is muted.
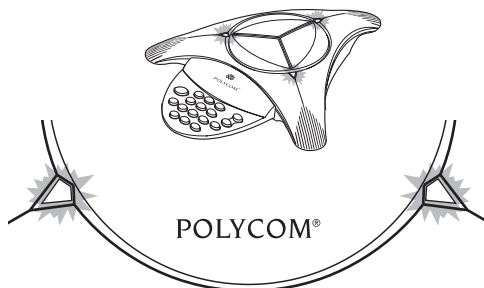
Buttons

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

Conference
Add additional call participants during a conference call.

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

Mute
Toggle on or off during a conversation.

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

Using SoundStation2

Placing a Call

SoundStation2 allows you to place a call over an analog line.

1. To obtain dial tone, press the ☎ key.
2. Dial the desired number.
▶ To cancel the call, press the ☎ key.
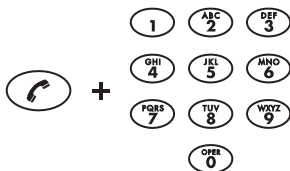
Answering a Call

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.
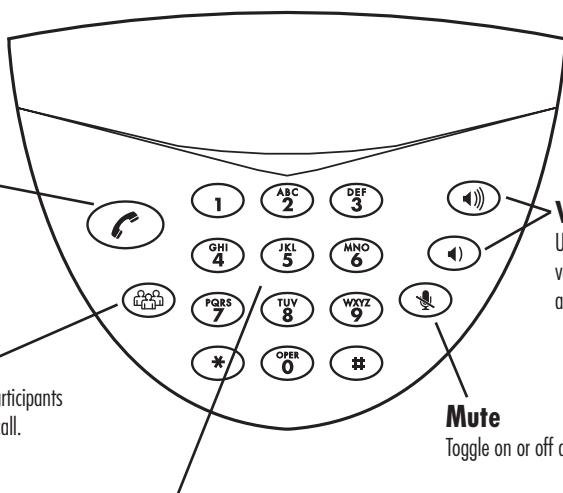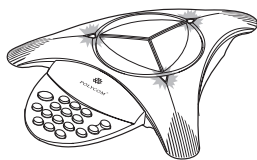

Answering a Second Call

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 🔘.

The Call waiting feature may not be available on your telephone line. Check with your telephone system administrator or service provider.

Ending a Call

To end a call, press the ☎ 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.

Ringer Volume Adjustment

When the SoundStation2 is in Ready
state or on hook, press the Volume but-
tons to adjust the ringer volume.
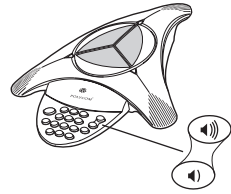
Dial Tone Volume Adjustment

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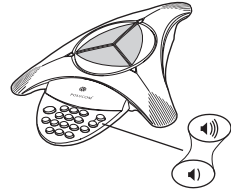
Speaker Volume Adjustment

During an active call, press the Volume
buttons to adjust the speaker volume.
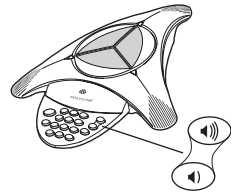
Conferencing - using the 👥 button

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 sys-
tem.

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.
3. Press the Conference button 🎙️ to join the second call. To drop the second call, press the Conf key again.

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.

► Connect an external recording device, such as a cassette tape recorder, via the auxiliary jack on the interface module. The auxiliary jack is marked →«»→ .

Audio cable
(RCA cable)
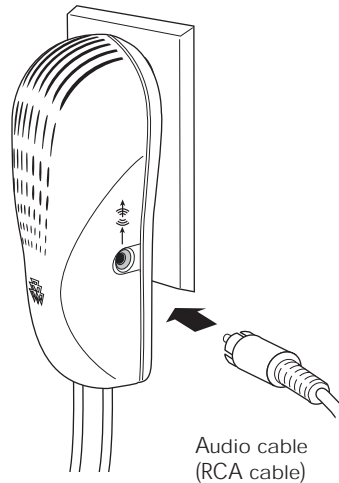
Troubleshooting

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.

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.

► Do not move the SoundStation2 during a call.

► Do not shuffle papers near the SoundStation2.

► 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.

Specifications and Warranty Information
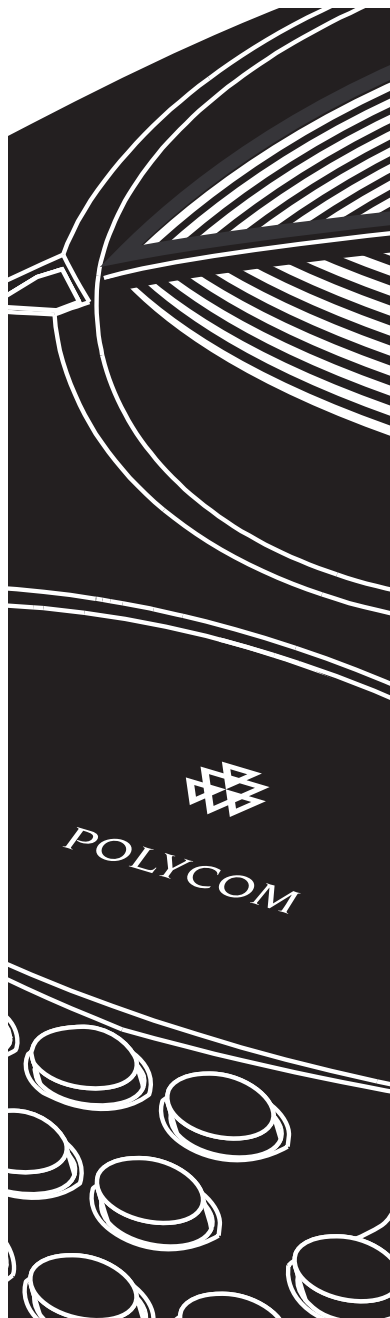
Limited Warranty and Limitation of Liability

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.

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

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

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/ΕΚ.

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

Attravés 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)

본 기기는 비업무용으 로 전자파적 합등록을 받은 기기로, 주거 지역에서는 물론 모든 지역에서 사용할 수 있습 니다.

Manufacturer: Polycom Inc.
Manufacturing Location: Celestica Thailand

Serial Number

123456789012

Made in Thailand   02123456
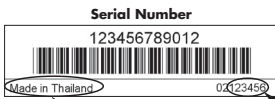
Country of Origin:

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

POLYCOM®

Technical Support in the United States
Internet http://www.polycom.com/support

Polycom WW Headquarters:

Polycom, Inc. Corporate Headquarters
4750 Willow Road
Pleasanton, CA 94588

1725-15755-001 Rev. B