Integration Guide for the Polycom® SoundStation® IP 7000 Conference Phone Connected to a Polycom® HDX System in Unsupported VoIP Environments

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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 in environments where the PBX telephony system is not compatible with the conference phone. In this environment, you will be able to conduct both voice and video calls and conferences, but voice calls will be placed and received using the POTS or ISDN interface on the Polycom HDX system.

In this guide, you will find everything you need to set up the SoundStation IP 7000 conference phone with a Polycom HDX system. Be sure to verify that your network is prepared for configuring the conference phone and Polycom HDX 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 or Polycom HDX system.

For information on using the SoundStation IP 7000 phone with a Polycom HDX system in an unsupported VoIP environment, refer to the *User Guide for the SoundStation IP 7000 Phone Connected to a Polycom HDX System in Unsupported VoIP Environments*.

For information on setting up and using the SoundStation IP 7000 phone with a Polycom HDX system in a supported VoIP environment, refer to the *User Guide for the SoundStation IP 7000 Ph*one.

For information on configuring the SoundStation IP 7000 phone in a supported VoIP environment, refer to the latest *Administrator's Guide for the SoundPoint IP / SoundStation IP Family*.

This information can also be found at http://www.polycom.com/support/voicedocumentation/.

Contents

Integrating the SoundPoint IP 7000 Conference Phone with a Polycom HDX System

This chapter describes how to integrate the SoundPoint IP® 7000 conference phone with a Polycom® HDX 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. The phone must be running SIP application 3.1.1 (phone software) or later.

The SoundPoint IP 7000 conference phone is compatible with the following Polycom HDX systems running 2.5 or later:

- Polycom HDX 4000™ series

- Polycom HDX 7000™ series

- Polycom HDX 8000™ HD

- Polycom HDX 9000™ series

Polycom strongly recommends that you connect the SoundPoint IP 7000 to the LAN using the included network cable and to the Polycom HDX system using an Polycom HDX Microphone Cable. A LAN connection enables access to a provisioning server as well as a time server.

A provisioning server facilitates software upgrades, 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 13.

The topics in this chapter include:

To troubleshooting any issues with the phone, refer to

Before You Begin

Parts List

The following items are included in the basic phone package:

- Polycom SoundStation IP 7000 Conference Phone

- 25-foot Network Cable

- Quick Start Guide

SoundStation IP 7000 Conference Phone   25-foot Network Cable
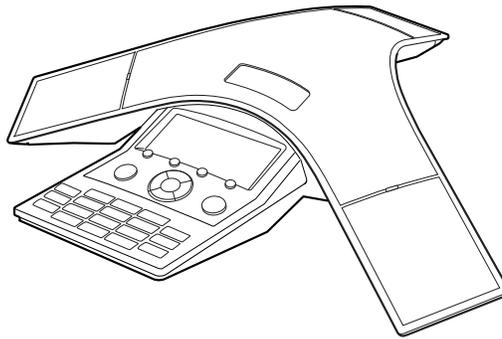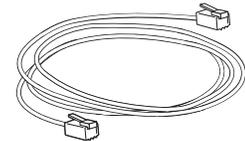
Quick Start Guide

Note	The above mentioned Quick Start Guide contains information for setting up and using the phone in a supported VoIP environment. To use the phone when it is connected to a Polycom HDX system in a VoIP environment, refer to the *User Guide for the Polycom SoundStation IP 7000 Phone*.

Optional and Required Accessories

You require a Polycom HDX Microphone Cable to connect the phone to the Polycom HDX system. It is not part of the basic phone package, but is included in the separate SoundStation IP 7000 - Polycom HDX system integration package. The cable is also available as a separate item—if you already have the basic package and the cable was not part of your Polycom HDX system package or you want to connect it to a separate Polycom HDX Microphone port.

The following items are optional accessories for the phone:

• External Microphone Kit with two SoundStation IP 7000 extended microphones

Note	Connect the extended microphones to the phone. If you connect them to the Polycom HDX system, they will not function properly.

• Mobile Phone Cable

• Computer Calling Kit with Computer Calling Cable

• AC Power Kit with a Power Adapter, Regional Power Cord, and Power Insertion Cable

Overview

To integrate the SoundPoint IP 7000 conference phone with the Polycom HDX system, complete the following steps:

1. Connect the phone to the local area network (LAN) using the supplied network cable. Refer to Connecting the Phone to the Network on page 4.

2. (Optional.) Upgrade the phone before connecting it to the Polycom HDX system.

The phone must be running bootROM 4.1.2 or later and SIP application 3.1.1 or later. To determine the bootROM version running on the phone, press the **Menu** key, select **Settings > Status > Platform > Phone**, and then scroll down to **BootROM**. To determine the SIP application version running on the phone, press the **Menu** key, and then select **Settings > Status > Platform > Application > Main**.

Refer to Upgrading the Phone's Software on page 10.

3. Set up the Polycom HDX system. Refer to Setting Up the Polycom HDX System on page 5.

4. For proper operation, the Polycom HDX must be running 2.5 or later. To verify the software, go to **System > System Information**.

If necessary, update the Polycom HDX system software so it can work with the phone. Refer to Updating the Polycom HDX System Software on page 5.

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5. Connect the phone to the Polycom HDX system. Refer to Connecting the Phone to the Polycom HDX System on page 5.

6. Make any optional changes to the phone and connect the phone to any optional components. Refer to Setting Up the Phone on page 7.

Connecting the Phone to the Network

Note	Connecting the SoundPoint 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.

25-foot Network Cable
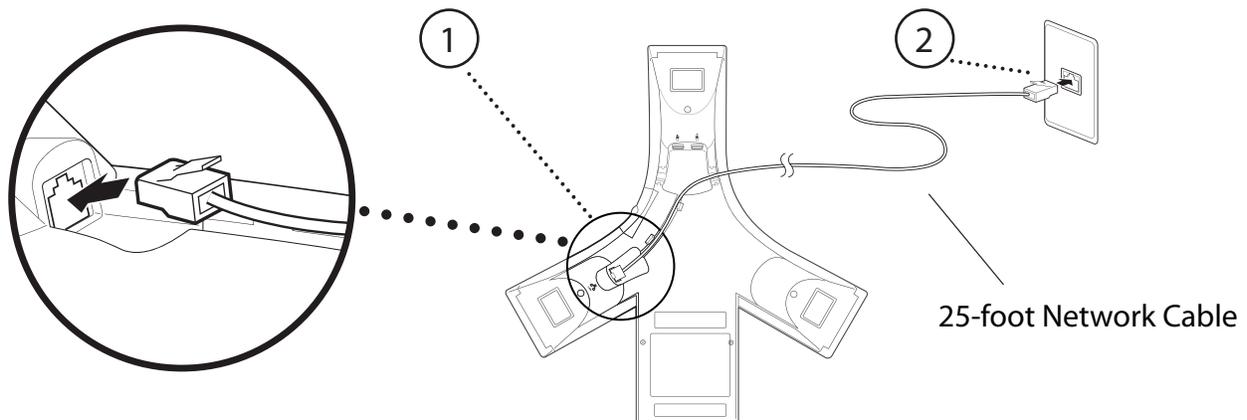
To connect the SoundPoint IP 7000 phone to the network:

1. Connect the 25-foot Network Cable to the LAN jack on the phone.

2. Connect the other end of the 25-foot 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 system when connected using the Polycom HDX Microphone Cable.

Setting Up the Polycom HDX System

For information on installing the Polycom HDX system, refer to the Setup Sheet for your system at http://www.polycom.com/videodocumentation. For information on configuring the Polycom HDX system, refer to the *Administrator's Guide for Polycom HDX Systems* at http://www.polycom.com/videodocumentation.

Updating the Polycom HDX System Software

Before you connect the SoundPoint IP 7000 phone to a Polycom HDX system, verify that the software running on the Polycom HDX system is at version 2.5 or later. To verify the software version, using the HDX remote, go to to **System > System Information**. If the software is not 2.5 or later, update the system software using the Polycom HDX Web Interface, so the system will integrate with the phone. Refer to *Installing Polycom HDX Software and Options* and the *Release Notes for Polycom® HDX Systems* available at www.polycom.com/videodocumentation.

Connecting the Phone to the Polycom HDX System

Note   If a Polycom SoundStructure™ C-Series digital mixer is already connected to the Polycom HDX system, you cannot connect the SoundPoint 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, you need the Polycom HDX Microphone Cable, which is the cable used to connect your Polycom HDX Microphone to the Polycom HDX system.

Note   Only a single SoundPoint IP 7000 phone may be connected to a Polycom HDX system. Additionally, up to two Polycom HDX Microphone Arrays may be daisy-chained with the phone on the same Polycom HDX Microphone Cable.

To connect the SoundPoint IP 7000 phone to the Polycom HDX system:

1. Disconnect the Polycom HDX Microphone from the Polycom HDX system.

If you have an additional Polycom HDX Microphone Cable, leave the existing microphone connected to the Polycom HDX system and use the additional cable to connect the phone to existing the microphone.

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

The following figure shows how to connect the Polycom HDX Microphone Cable to an available microphone connector on the phone. The other end of the cable connects to the Polycom HDX system.
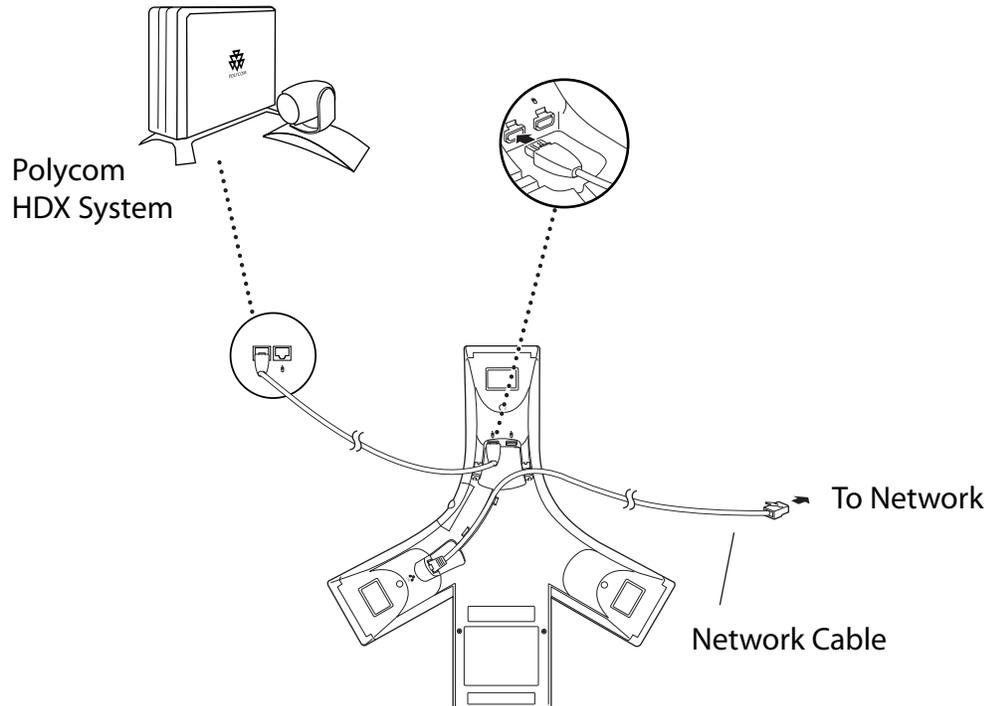
Note	The Polycom HDX 9000 systems require an adapter to plug in the Polycom HDX Microphone Cable. The adapters are shipped with the cables for the Polycom HDX 9000 systems only.

3. Attach the Polycom HDX Microphone Cable to the Polycom HDX 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 at http://www.polycom.com/videodocumentation.

Setting Up the Phone

Note	The extension number displayed on the SoundPoint IP 7000 phone will be updated to automatically reflect the Polycom HDX systems Analog Phone or Voice Over ISDN number in a later software release. Currently no number is displayed. If the time and date are flashing on the phone, refer to Troubleshooting Your Phone on page 17 for instructions on how to disable the display.

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

The phone can also connect to audio from a mobile phone or from a computer calling application. Refer to Connecting an Optional External Microphone on page 7 and Connecting Optional Auxiliary Audio Components on page 8.

Connecting an Optional External Microphone

When the phone is connected to a Polycom HDX system:

- It acts as a microphone for all calls on the Polycom HDX system. One or two Polycom HDX Microphone Arrays may be used as extension microphones.

- When the call is audio only, the speaker in the phone is used. Otherwise, the audio comes from the Polycom HDX system.

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 extended microphones (analog), or one Polycom HDX Microphone Array (digital).

Note	For this deployment, you can only connect one external microphone to the microphone connector on the phone. The other microphone connector on the phone must be available to connect to the Polycom HDX system. Instead of connecting the microphone to the phone, you can connect up to two Polycom HDX Microphone Arrays to the Polycom HDX system. For more information on connecting microphones to the Polycom HDX system, refer to the "Optional setup" instructions in the setup guide for your system at http://www.polycom.com/videodocumentation.

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

To connect up to two additional Polycom HDX microphones, 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 HDX microphones can be connected in any order.

The following figure shows a SoundStation IP 7000 extended microphone connected to a phone.
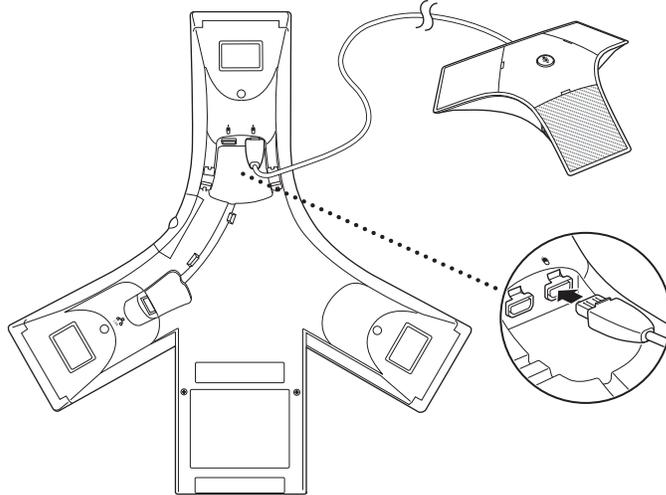
The following figure shows a Polycom HDX Microphone Array connected to a phone.
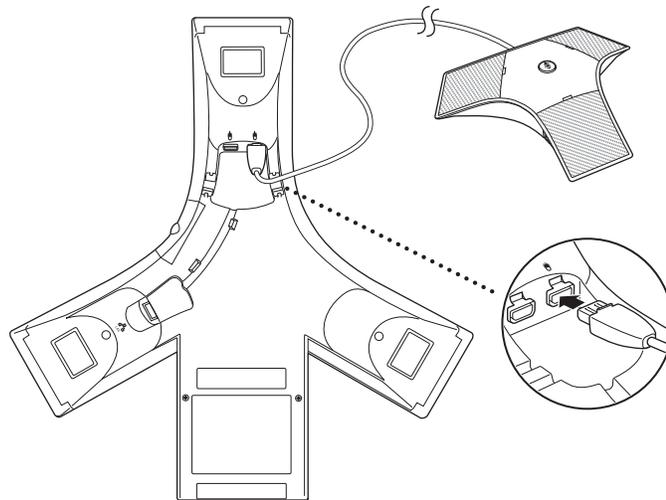
Connecting Optional Auxiliary Audio Components

You can connect the SoundPoint 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 phones and computer calling applications.

To connect a mobile phone to the phone, you require the optional Mobile Phone Cable.

To connect a computer calling application to the phone, you require the optional Computer Calling Kit (containing a 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 phone or to a computer calling application. You connect a mobile phone so you can use the conference phone speaker to hear mobile phone 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.
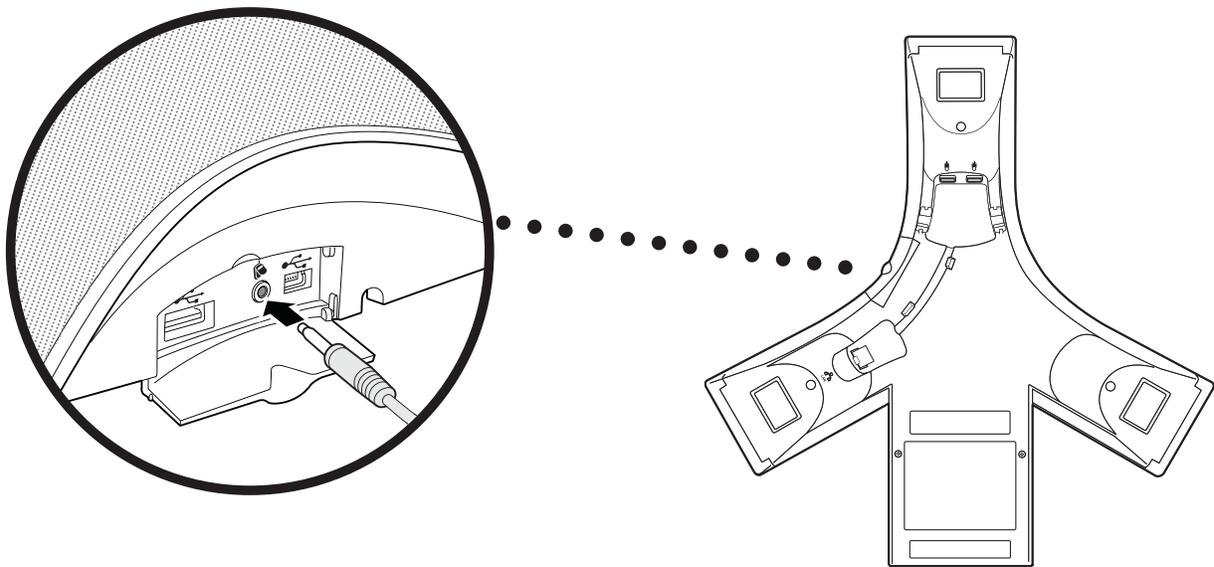
To connect audio from a mobile phone:

>> Connect one end of the optional Mobile Phone Cable to the headset jack on a mobile phone, 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 phone connection, refer to the section "Using Computer or Mobile Audio with the Conference Phone" in the *User Guide for the 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 (contained in the optional Computer Calling Kit) 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 SoundStation IP 7000 Phone*.

Upgrading the Phone's Software

The SoundPoint IP 7000 phone must be running bootROM 4.1.2 or later and SIP application 3.1.1 or later before you connect it to a Polycom HDX system.

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 10.

- Set up a provisioning server on your network and use it to provision the phone. To do this, you must:

    — Download the latest SIP application from the Polycom Support web site. Refer to Locating the Latest Software on page 13.

    — Set up a provisioning server. Refer to Setting Up a Provisioning Server on page 13.

    — Download the new SIP application to the phone. Refer to Downloading New Software to the Phone on page 14.

For more information on upgrading the SIP application, refer to section "Upgrading the SIP Application" in the latest *SIP Administrator's Guide* at http://www.polycom.com/support/voicedocumentation/ .

Using the Polycom Customer Support Provisioning Server

To use the Polycom Customer Support provisioning server to download the phone, you must change the default network configuration parameters on the SoundPoint 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 4.

To download the new software to the SoundPoint 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 the **SETUP** soft key.

3. Enter the administrative password, and then press the **OK** soft key.

The default password is **456**.

The "Network Configuration" menu appears.

4. If DHCP is supported on the network:

a Verify that the **DHCP Client** is enabled.

If it is not 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 in step 10. Contact your system administrator for these values.

b Using the down arrow key, scroll to **DHCP Menu**, and then press the **SELECT** soft key.

The "DHCP Menu" appears.

c Scroll down to **Boot Server**, then press the **EDIT** soft key.

d Using the right arrow key, select **Static**, and then press the **OK** soft key.

e Press the **EXIT** soft key.

The "Network Configuration" menu appears again.

5. If DHCP is not supported on the network:

a Scroll up to **Phone IP Addr**, then press the **EDIT** soft key.

b Enter the phone IP address, then press the **OK** soft key.

c Scroll down to **Subnet Mask**, then press the **EDIT** soft key.

d Enter the subnet mask, then press the **OK** soft key.

e Scroll down to **IP Gateway**, then press the **EDIT** soft key.

f Enter the IP gateway address, then press the **OK** soft key.

g Scroll down to **DNS Server**, then press the **EDIT** soft key.

h Enter the DNS server address, then press the **OK** soft key.

i Scroll down to **DNS Domain**, then press the **EDIT** soft key.

j Enter the DNS domain name, then press the **OK** soft key.

6. Scroll down to **Server Menu**, then press the **SELECT** soft key.

7. Using the right arrow key, select **HTTP** as the **Server Type,** and then press the **OK** soft key.

8. Scroll down to **Server Address**, then press the **EDIT** soft key.

9. Enter **downloads.polycom.com/voice/IP7000** as the server address, then press the **OK** soft key.

   The URL is case sensitive.

10. Press the **EXIT** soft key.

11. Press the **EXIT** soft key again.

12. Scroll down to **Save & Reboot**, then press the **SELECT** soft key.

   The phone will reboot.

   The following messages will appear on the screen:

   — Waiting for network to initialize

   — Downloading new BootROM

   — Checking new BootROM

   — Updating new BootROM

   — BootROM updated, rebooting

   — Formatting file system, please wait

   — Downloading new application

   — Checking new application

   — Saving new application

   — Checking new application

   — Loading application

   — Running <*application filename*>

   — Welcome

   The upgrade process will take some time.

| Note | The bootROM messages will not appear if the bootROM is not upgraded. The bootROM is not upgraded every time the application is upgraded. |
| | Upgrade times depends on how busy the nework 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 Software

To determine the latest software version, go to the VoIP SIP Software Release matrix on the Polycom Customer Support web site at http://downloads.polycom.com/voice/voip/sip_sw_releases_matrix.html .

Download the latest software and release notes from http://www.polycom.com/usa/en/support/voice/soundstation_ip_series /soundstation_ip7000.html .

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 SoundPoint IP 7000 phone). You need an FTP, TFTP, or HTTP server running on a computer.

Note	The instructions below are written using FTP server as the provisioning server, but they also apply to any TFTP or HTTP server.

To set up the provisioning server:

1. Create a directory to store the application image and the configuration files.

    For example, **C:\test\7000** .

2. Extract all files from the distribution zip file to the newly created directory.

    Maintain the same folder hierarchy.

    The distribution zip file contains many files, but only the following are required:

    — **3111-40000-001.sip.ld**

    — **sip.cfg**

    — **phone1.cfg**

    — **000000000000.cfg**

    Refer to the *Release Notes* for a detailed description of each file in the distribution.

3. Start the FTP server and configure it to accept requests from the phone.

    In the FTP server software on a computer, create a unique user with names and passwords. For example, username **user** with password **password**. The default username and password is **PlcmSpIp**.

    Refer to your server documentation to set up the server.

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 SoundPoint 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 4.

To download the new software to the SoundPoint 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 the **SETUP** soft key.

3. Enter the administrative password, and then press the **OK** soft key.

The default password is **456**.

The "Network Configuration" menu appears.

4. If DHCP is supported on the network:

a Verify that the **DHCP Client** is enabled.

If it is not 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 in step x. Contact your system administrator for these values.

b Using the down arrow key, scroll to **DHCP Menu**, then press the **SELECT** soft key.

The "DHCP Menu" appears.

c Scroll down to **Boot Server**, then press the **EDIT** soft key.

d Using the right arrow key, select **Static**, and then press the **OK** soft key.

e Press the **EXIT** soft key.

The "Network Configuration" menu appears again.

5. If DHCP is not supported on the network:

a Scroll up to **Phone IP Addr**, then press the **EDIT** soft key.

b Enter the phone IP address, then press the **OK** soft key.

c Scroll down to **Subnet Mask**, then press the **EDIT** soft key.

d Enter the subnet mask, then press the **OK** soft key.

e Scroll down to **IP Gateway**, then press the **EDIT** soft key.

f Enter the IP gateway address, then press the **OK** soft key.

g Scroll down to **DNS Server**, then press the **EDIT** soft key.

h Enter the DNS server address, then press the **OK** soft key.

i Scroll down to **DNS Domain**, then press the **EDIT** soft key.

j Enter the DNS domain name, then press the **OK** soft key.

6. Scroll down to **Server Menu**, then press the **SELECT** soft key.

7. 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.

8. Scroll down to **Server Address**, then press the **EDIT** soft key.

9. 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.

10. Scroll down to **Server User**, then press the **EDIT** soft key.

11. Enter the user name, then press the **OK** soft key.

This is the user name you created in step 3 in Setting Up a Provisioning Server on page 13.

12. Scroll down to **Server Password**, then press the **EDIT** soft key.

This is the password you created in step 3 in Setting Up a Provisioning Server on page 13.

13. Press the **EXIT** soft key twice.

14. Scroll down to **Save & Reboot**, then press the **SELECT** soft key.

The phone will reboot.

The following messages will appear on the screen:

— Waiting for network to initialize

— Downloading new application

— Checking new application

— Saving new application

— Checking new application

— Loading application

— Running <*application filename*>

— Welcome

The upgrade process will take some time.

15. 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 section "Troubleshooting Your SoundPoint IP / SoundStation IP Phones" in the latest *SIP Administrator's Guide*.

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.
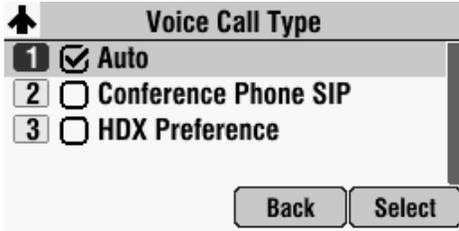
Troubleshooting Your Phone

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 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 system has an active voice interface installed and it is listed as the first interface. Refer to the *Administrator's Guide for Polycom HDX Systems* at http://www.polycom.com/videodocumentation.
	There is a faulty connection between the SoundStation IP 7000 phone and the Polycom HDX system.	Do one of the following: • Check the cabling. • Ensure both the Polycom HDX system and the SoundStation IP 7000 can "see" each other. On the Polycom HDX system, go to **System > System Information**. On the phone, press the **Menu** key, and then select **Settings > Advanced > Admin Settings > Voice Call Type**.
There is a dial tone, but the call is not going through.		Do one of the following: • Ensure that the Polycom HDX system has an active voice interface installed and it is listed as the first interface. • Ensure that the Polycom HDX system's active voice interface is connected to an active network. • Verify the call type: Press [MENU], and then select **Settings > Advanced > Admin Settings > Voice Call Type**. When prompted for the administrative password, enter **456**. The Voice Call Type menu appears. Verify that the call type is set to **Auto**. Setting to **HDX Preference** should not be necessary. Press the **Select** soft key if you change the selection.

SoundStation IP 7000 Display

Symptom	Problem	Corrective Action
The time and date are flashing.	You have disconnected your phone from the network/LAN or there is no SNTP server configured. *Note: The phone does not acquire time from the Polycom HDX system.*	Do one of the following: • Reconnect your phone to the network. • Disable the time and date display on the phone per the instructions below. 1. Press [MENU], and then select **Settings > Basic > Preferences > Time & Date**. The Time & Date screen displays. 2. Scroll to Disable, and then press **Select** soft key. 3. Press [MENU] 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.	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. 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.

Safety Notices

Service Agreements
Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

Governing Law
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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.
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
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 B Digital Device or Peripheral

Note: This equipment is tested and complies 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:

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

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

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

CE and VCCI Mark

This SoundPoint IP 7000 is marked with the CE mark. This mark indicates compliance with EC Directives 2006/95/EC and 2004/108/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

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

Safety and Compliance (continued)
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-1918. Expiry 03/28/2011.

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