



POLYCOM®



User Guide Administrator Guide

SoundStation® 2W

USER GUIDE / ADMINISTRATOR 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 SoundStation® 2W'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 SoundStation® 2W 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 SoundStation® 2W. 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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Thank You

Thank you for choosing the Polycom SoundStation® 2W, a wireless, analog conference telephone. This unit provides business telephony features and functions such as Call Hold, Transfer, and Conference over a bridge. In this User Guide, you will find everything 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 SoundStation® 2W telephone. As well, be sure to read the Parts List, and the Safety Notices section in this guide before you set up and use the SoundStation® 2W.

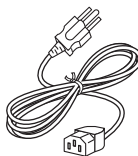
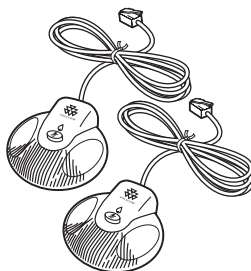
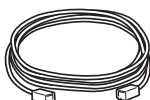
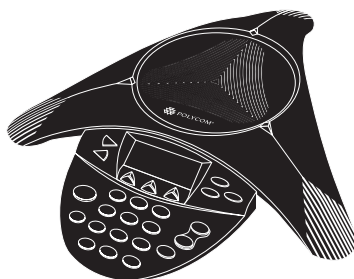
Overview

Your new SoundStation® 2W will provide you with blah, blah, blah - copy from product sheet.

Parts List

The following items are included in your SoundStation® 2W package. Check this list before installation to ensure that you have received each

item. If you are missing any items, please contact your SoundStation® 2W reseller.



Waiting for updated .eps's
from Chris.

Features

LED Indicators

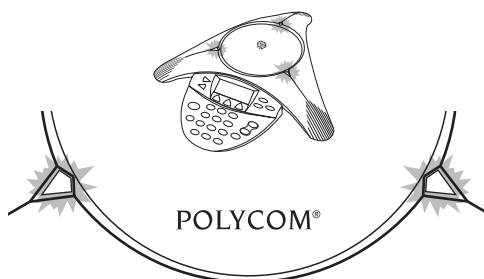
The LEDs located on the top of your SoundStation® 2W indicate the current status of your conference telephone:

Green - your call is in progress.

Blinking green - a call is incoming.

Red - your call is muted.

Blinking Red - your call is on hold.



Buttons

Menu

Displays a menu of settings and options.

Exit

Exits from current screen to previous menu.

Soft Keys

The screen will display labels for these keys, to identify their context-sensitive functions.

Phone

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

Conference

Call, join, or delete additional call participants during a conference call.

Dial Pad

These 12 keys provide the 10 digits, the 26 alphabetic characters, and special characters available in context sensitive applications.

Scroll

Navigate up or down through displayed lists.

Select

Choose a menu item.

Volume

Use these to adjust the volume of the handset, headset, speaker, and ringer, as well as the display contrast.

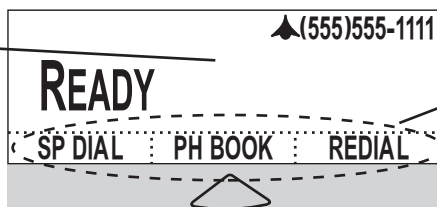
Mute

Understanding the Display

Information

and Input Area

Displays call information and menus.



Your telephone's number.

Soft Key Functions

The screen will display labels for these keys, to identify their context-sensitive functions.

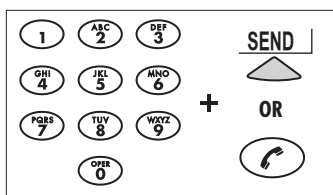
Something about conferencing?

Using SoundStation® 2W

Placing a Call

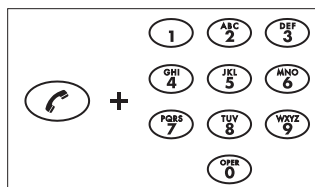
Direct Dial:

1. From the Ready screen, dial the desired number.
2. Press the  key or the **SEND** soft key to make the call.
- ▶ If you make a mistake entering the telephone number, press the **DEL** soft key.
- ▶ Press the **CANCEL** soft key to cancel the call.



OR

1. To obtain dial tone, press the  key.
2. Dial the desired number.
- ▶ To cancel the call, press the  key.



Redial:

Press the **Redial** soft key. The last number called will be displayed and dialed.

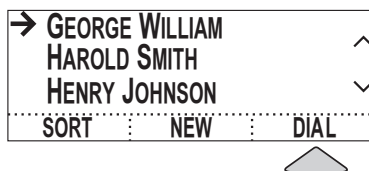


OR

Press the  key. The last number called will be displayed and dialed.

Phone Book:

1. Press the **PH BOOK** soft key.
2. Using the up or down keys, scroll through the listed names.
3. Select and immediately dial the number that you wish to call by pressing the  key or the **DIAL** soft key.



Placing a second call

1. Press the **HOLD** soft key to place the first call on hold.
2. Press the Conference button and enter the number you wish to call. You may use the Phone Book, Redial, or Direct Dial method.

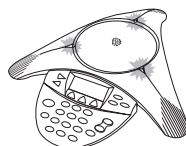
OR?

1. Press the Conference button. The first call is automatically placed on hold.
2. Dial the number you wish to call. You may use the Phone Book, Redial, or Direct Dial method.

Screen shot?

Answering a Call

Press the  key to answer an incoming call. Pressing the  button will override all other telephone activity. The three LEDs will blink green when the conference telephone rings.



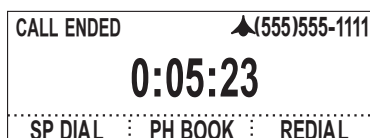
Receiving a second call

If you are on a call when another call is received, you may or may not hear a Call Waiting tone and/or see Caller ID.

You can join or drop the second call at any time.

Ending a Call

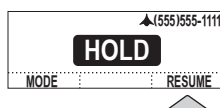
To end a call, press the  key or wait for the other caller to hang up.



Call Hold

To place a call on hold, press the **HOLD** soft key. The LEDs on the top of your SoundStation® 2W will blink red.

To release a call, press the hold button again.



Call Mute

To mute a call, press the mute button. The LEDs on the top of your SoundStation® 2W will glow red when your call is muted.



To release mute, press the mute button again.



Call Timer

Call progress on an active call is monitored through a local call timer. This is visible within the active call window on the display.

Conferencing - using the bridge

If your telephone system supports multi-party call conferencing, then you can establish multi-party calls with your SoundStation® 2W.

- ▶ 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 system.

Your SoundStation® 2W can only perform multipoint bridged conference calls on configured enterprise telephone networks or when multipoint calls are placed through a conference bridge or bridging service. Contact your System Administrator for more information.

Setting up the bridge:

1. Press the Menu button, select **BRIDGE SETUP** using the Up/Down buttons, and press the Select button.
2. Select **ENTER PHONE NUMBER** and enter the bridge number using the dial pad keys.
- ▶ If you make a mistake entering the number, use the **DEL** soft key to correct the error.
3. Press the **SAVE** soft key or **CANCEL** if you wish to cancel the procedure.

Editing the bridge soft key:

1. Press the Menu button, select **BRIDGE SETUP** using the Up/Down buttons, and press the Select button.
2. Select **EDIT SOFT KEY** and enter the new soft key label using the dial-pad.
 - ▶ Use the **DEL** soft key to remove the default “**BRIDGE**” label.
 - ▶ If you make a mistake entering the soft key label, use the **DEL** soft key to correct the error.
3. Press the **SAVE** soft key or **CANCEL** if you wish to cancel the procedure.

Placing a call using the bridge:

1. Press the **BRIDGE** soft key.
2. ???

Phone book

You can use the Phone Book to store a local directory of 200 or more contacts. You can add, edit, delete, dial, or search any contact in this list through just a few key strokes.

Selecting the **PH BOOK** soft key displays the Phone Book list sorted by names. This list may be sorted by Name, Company, or Speed Dial.

Quick selection in a list:

Name or Company list: Press a numeric key that corresponds with the letter that the company name begins with. For example, pressing 3 repeatedly will provide you with names that begin with D, E, and F.

DEF 3	→ AARON JONES	↖
	ANDREW ADAMS	↖
	BETTY SMITH	↖
	SORT : NEW : DIAL	
DEF 3	→ DENNIS GRAY	↖
	DEREK BROWN	↖
	DONALD WILSON	↖
	SORT : NEW : DIAL	
DEF 3	→ EARL EDWARDS	↖
	ELIZABETH GRASON	↖
	ELLIOT RAY	↖
	SORT : NEW : DIAL	
DEF 3	→ FELIX MASON	↖
	FIONA FERGUSON	↖
	FRANK JAMES	↖
	SORT : NEW : DIAL	

Speed Dial list: Press a numeric key to select the corresponding entry. For example, pressing 2 would select entry 02, and pressing 23 would select entry 23.

DEF 2	→ 02 CHRIS R	↖
	03 MATT SMITHE	↖
	04 ANDREW ADAMS	↖
	SORT : NEW : DIAL	
DEF 3	→ 23 GEORGE WILLIAM	↖
	24 HAROLD SMITH	↖
	25 JIM SHOE	↖
	SORT : NEW : DIAL	

Adding an entry

1. Press the **PH BOOK** soft key.
2. Enter information in the *Name*, *Ph#* (phone number), and *Co* (company) field using the alphanumeric keys on the dial pad. You can move between fields using the Up/Down button.
3. Press the **SAVE** soft key. You can accept the next available number assigned to your new entry or you can choose your own entry number by using the Up/Down button.

NAME:	
PH #:	
CO:	
	CANCEL

NAME: CHARLES	
PH #:	
CO:	
< DEL	SPACE SAVE

NAME: CHARLES WHITE	
PH #: 5555559876	
CO:	
< DEL	PAUSE SAVE

CHARLES WHITE	
SPEED DIAL #: 24	
BACK	OK

Editing an entry

1. Select the entry you wish to edit.
2. Press the **CHANGE** soft key. Using the Up/Down button, select the field you wish to edit.
3. Using the alphanumeric keys on the dial pad, make changes.
4. Press the **SAVE** soft key.

23 CHARLES WHITE		
5555559876		
CHANGE	REMOVE	DIAL

Deleting an entry

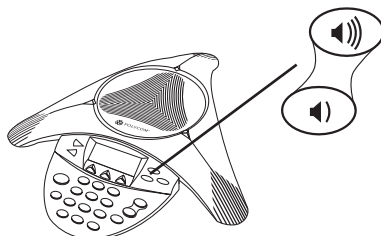
1. Select the entry you wish to delete.
2. Press the **REMOVE** soft key. You will be asked if you want to **CANCEL** or **OK** the removal.

23 CHARLES WHITE		
5555559876		
CHANGE	REMOVE	DIAL

REMOVE FROM PH BOOK?	
23 CHARLES WHITE	
CANCEL	OK

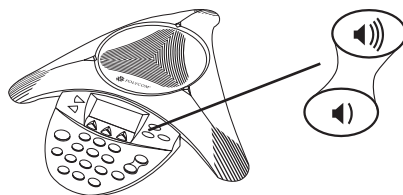
Ringer Volume Adjustment

When the SoundStation® 2W is inactive or on hook, press the Volume Up/Down button to adjust the ringer volume.



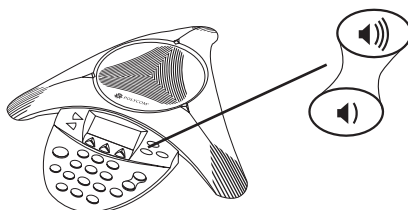
Dial Tone Adjustment

When the SoundStation® 2W is off hook, press the Volume Up/Down button to adjust the dial tone volume.



Speaker Volume Adjustment

During an active call, press the Volume Up/Down button to adjust the speaker volume.



Display Contrast

1. Press the Menu button and choose *Settings*.
2. Cycle through the options using the Up/Down button, and press the Select button to choose *Contrast*.
3. Press the Up/Down button to adjust the display contrast.
4. Press the **SAVE** soft key or Select button to apply the selected setting.
▶ Press the Exit button to cancel this change.

SETTINGS	
→ BACK LIGHT	
RINGER TYPE	✓
CONTRAST	

SETTINGS	
→ TONE PULSE	^
CONTRAST	

CONTRAST	
■ ■ ■ ■ □ □ □ □	
-	+ SAVE

Ring Type

1. Press the Menu button and choose *Settings*.
2. Cycle through the options using the Up/Down button. Press the Select button to choose *Ring Type*.
3. Sample the ring types by pressing the Up/Down button.
4. Press the **SAVE** soft key or Select button to apply the selected setting.
▶ Press the Exit button to cancel this change.

SETTINGS	
→ BACK LIGHT	
RINGER TYPE	✓
CONTRAST	

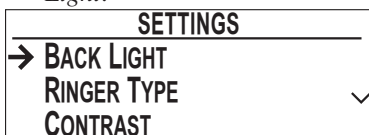
RINGER TYPE	
CLASSIC	
←	→ SAVE

Back Light

The SoundStation® 2W's display lights up when any button on the keypad is pressed, or on an incoming call.

To turn the backlight on or off:

1. Press the Menu button and select Settings.
2. Cycle through the options using the Up/Down button. Press the Select button to choose *Back Light*.



- The current status of the back-light will be displayed.

3. Cycle through **OFF** and **ON** by pressing the Up/Down button.

OFF	ON	SAVE
-----	----	------

4. Press the **Save** soft key to apply the selected setting or the Exit button to return to the idle display without saving.

External Speaker Output

1. Press the Menu button and choose Settings.
2. Cycle through the options using the Up/Down button. Press the Select button to choose *Aux Audio Out*.
3. More stuff.....

Battery

Charging

The SoundStation 2W's display will indicate when the battery is charging.

Insert table as per JC

Low Power

The SoundStation 2W's display will indicate when battery power is low. Also, you will hear a warning beep.

10 minute warning - ready state

2 minute warning - ready state

10 minute warning - on call

2 minute warning - on call

Mobile Telephone Connect

This feature allows you to take advantage of the SoundStation® 2W's speakers and microphone. For example, if you were in a call on your mobile telephone, you could connect your telephone to the SoundStation® 2W and use its speaker and microphone to continue your conversation and include everyone in the room in the conversation.

- Use the provided XX cable to connect your mobile telephone to the SoundStation® 2W's mobile telephone input jack.

Graphic of mob. phone attaching to 2W?

- Using the directory in your mobile telephone, place calls through the SoundStation® 2W.

Note that:

- 1. No calls can be made while a cellular telephone is connected to the SoundStation 2W.*
- 2. The Phone Book can be viewed during a call with a cellular telephone, calls may not be placed while connected.*
- 3. A cellular telephone cannot join a call in progress.*
- 4. Aux in will be inactive during a call with a cellular telephone.*

Paging

1. Press the Page button on the base to locate the SoundStation® 2W console.
2. The console will play a sound to indicate its location. The console will continue to beep until the Page button on the base is pressed.

Graphic of base
“beeping” and Page
button.

Troubleshooting

No Signal

- ▶ Check that the base station is powered up.
- ▶ Make sure that the console is not out of the allowed range (150 feet).
- ▶ If the console and base station are separated by multiple brick walls, this will reduce the available range between the base and console.

No Dial Tone

- ▶ Check that the base is powered on.
- ▶ Check that the base is connected to an analog telephone (POTS) line.

Does Not Ring

- ▶ Check that the ringer is not turned off. See “Ringer Type”, page XX.
- ▶ If the volume is turned all the way down, increase the volume with the Volume Up/Down button.
- ▶ Make sure that the console speaker is enabled. See ??, page XX.

Flickering LCD

If your screen appears to flicker, it may be because you are using a certain type of florescent lighting in your building.

Move the SoundStation® 2W away from the lights or replace the florescent bulbs.

Keypad Input Doesn't Register

This could happen if you input information too quickly. Press the alphanumeric buttons slowly.

Due to system responsiveness, 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 unit 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 SoundStation® 2W console while it is in use.
- ▶ Keep your hands away from the unit during calls.
- ▶ To avoid excessive noise around SoundStation® 2W, 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 SoundStation® 2W to adapt to its environment.
- ▶ The other parties may be using non-Polycom equipment which may cause strange audio.
- ▶ Try calling again; a different line may provide a better connection.

Physical Damage

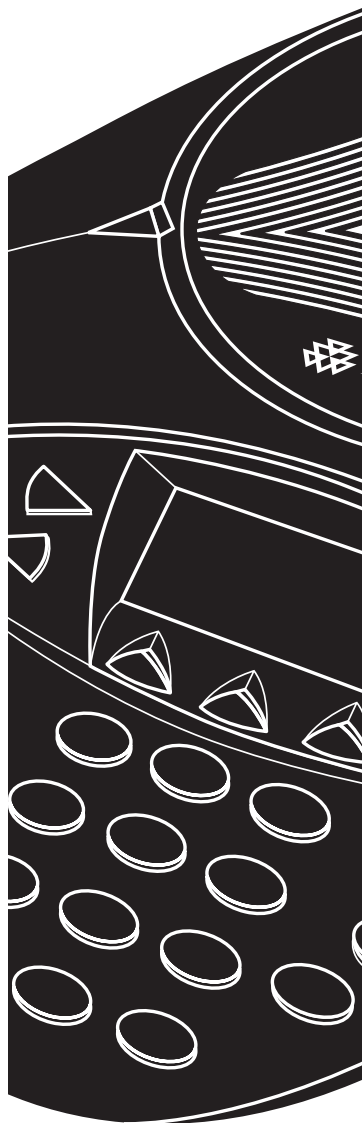
- ▶ If physical damage is severe enough that the internal parts become visible, disconnect the SoundStation® 2W immediately.
- ▶ Do not reconnect to the telephone network until the SoundStation® 2W has been repaired.

For Best Performance

Your SoundStation® 2W performs optimally when you follow these guidelines:

- ▶ Position the SoundStation® 2W in the center of the conference table or desk.
- ▶ The SoundStation® 2W works best in a 10'x20' room.
- ▶ Do not move the SoundStation® 2W during a call.
- ▶ Do not shuffle papers near the SoundStation® 2W.
- ▶ Position extended microphones 7' from the SoundStation® 2W console.
- ▶ Speak at a normal conversation level, and direct your voice towards the SoundStation® 2W, or towards the extended microphone.
- ▶ Unplug all cords from the modular walljack before cleaning the SoundStation® 2W. Do not use liquid cleaners or aerosol cleaners. Use a damp, soft cloth for cleaning.

Administrator Guide



Administrative Setup - Overview

Connection Diagram - insert

The Administrative Setup menu consists of the following options. The default Admin Password is required to access the Administrative Setup menu.

Location:		
1	Location Name	Enter a name for the SoundStation 2W’s location, such as “Conference Room B”.
2	This Phone #	Enter the SoundStation 2W’s telephone number.
Phone System:		
1	Flash Timing	Set the flash delay to 75, 100, 300, or 600 milliseconds.
2	Caller ID	Turn Caller ID on or off (if available).
Passcode:		
1	Set a passcode if required.	
Diagnostics:		
1	Mic Test	View the sample level received by each microphone.
2	Console Speaker Test	Select acoustic test signals to drive through the SoundStation 2W’s speakers.
3	External Speaker Test	Select acoustic test signals to drive through external audio output devices, such as speakers, PA systems, mobile telephones.
4	Restore Defaults	Eliminate all custom settings and data entries. Restores original default settings.
Software:		
1	Upgrade Software	New software releases??
2	Configure SW Upgrade	
3	More options?	

Assigning a Passcode to the Admin Setup Menu:

You will require the default Admin Password

to access the Admin Setup menu. When you select *Passcode* from the *Admin Setup* menu, the screen will display whether or not a passcode is currently assigned.

Assign a passcode:

1. Press the Menu button, highlight ADMIN SETUP using the Up/Down button, and press the Select button.
2. Press the **ASSIGN** soft key and enter a three-digit passcode. If you make an error, press the **<DEL** soft key to erase the error.
3. Press the **SAVE** soft key. You may press the **CANCEL** soft key or the Exit button if you choose not to save the passcode.

► Record the passcode. If the passcode is forgotten, contact Polycom Support at www.polycom.com/support and click on “How to Contact Support and Service” for your local support contact information.

Remove the passcode:

Removing the passcode removes the requirement for an access password for the Admin Setup menu.

1. From the Admin Setup menu, select PASSCODE.
2. Press the **REMOVE** soft key, enter the passcode, and press the **ENTER** soft key. If you decide not to remove the password, press the **CANCEL** soft key or the Exit button.
 - If you enter an incorrect password, you will be notified to try again.
 - If you make an error, press the **<DEL** soft key to erase the error.

Change the passcode:

1. From the Admin Setup menu, select PASSCODE.
2. Press the **CHANGE** soft key, enter the

ENTER NEW		
PASSCODE: I		
CANCEL	< DEL	SAVE



PASSCODE	KEY
ASSIGNED	
CHANGE	REMOVE



ENTER CURRENT			KEY
PASSCODE: I			
CANCEL	< DEL	ENTER	



PASSCODE	KEY
ASSIGNED	
CHANGE	REMOVE

ENTER CURRENT			KEY
PASSCODE: I			
CANCEL	< DEL	ENTER	

ENTER NEW		
PASSCODE: I		
CANCEL	< DEL	SAVE

PASSCODE		
NOT ASSIGNED		
ASSIGN		

current passcode, and press the **SAVE** soft key. If you decide not to change the password, press the **CANCEL** soft key or the Exit button.

► If you enter an incorrect password, you will be notified to try again.

► If you make an error, press the **<DEL** soft key to erase the error.

3. You will be prompted to enter a new passcode. Enter three numbers and press the **SAVE** soft key. You may press the **CANCEL** soft key or the Exit button if you choose not to save the passcode.

► Record the passcode. If the passcode is forgotten, contact Polycom Support at www.polycom.com/support and click on “How to Contact Support and Service” for your local support contact information.

Assigning Location Information

You can assign a location, such as “Conference Room B” and the telephone number associated with you SoundStation 2W.

Assigning a location:

1. From the Menu button, select Admin Setup, enter the passcode (if required) and select Location.
2. Select *Location Name* and enter a location name using the dial pad. This name will be displayed when “This Phone” is selected from the main menu.

► If you make an error, press the **<DEL** soft key to erase the error.
3. Press the **SAVE** soft key or the Select button to save your entry. You may press the Exit button to cancel your entry.

LOCATION	KEY
→ 1. LOCATION NAME	
2. THIS PHONE #	

Need more
info here:

LOCATION NAME	KEY
CONFERENCE ROOM B	
< DEL	SPACE SAVE

THIS PHONE #	KEY
5554321	
< DEL	SAVE

Assigning the telephone number:

1. From the Menu button, select Admin Setup, enter the passcode (if required) and select Location.
2. Select *This Phone #* and enter the SoundStation 2W's telephone number.
 ► If you make an error, press the **<DEL** soft key to erase the error.
3. Press the **SAVE** soft key or the Select button to save your entry. You may press the Exit button to cancel your entry.

FLASH TIMING		KEY
600 MSEC		
←	→	SAVE

Phone System

Flash Timing

Timing of the flash display can be adjusted to 75, 100, 300, or 600 milliseconds.

1. From the Menu button, select Admin Setup, enter the passcode (if required) and select Phone System.
2. Select *Flash Timing* and cycle through the options using the and soft keys or the Up/Down button.
 ► If you make an error, press the **<DEL** soft key to erase the error.
3. Press the **SAVE** soft key or the Select button to save your entry. You may press the Exit button to cancel your entry.

CALLER ID		KEY
OFF		
OFF	ON	SAVE

Caller ID

If available, you can turn Caller ID on or off.

1. From the Menu button, select Admin Setup, enter the passcode (if required) and select Phone System.
2. Select *Caller ID* and use the **ON** or **OFF** soft keys or the Up/Down button to turn Caller ID on or off.
3. Press the **SAVE** soft key or the Select button to save your entry. You may press the Exit button to cancel your

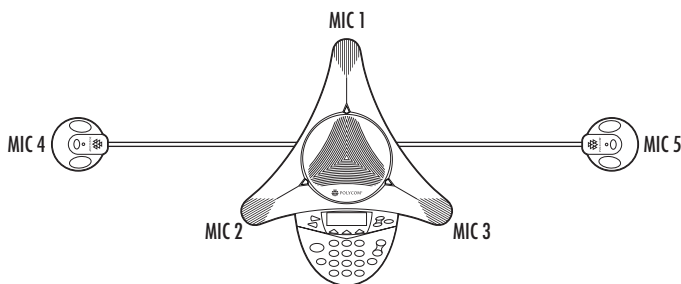
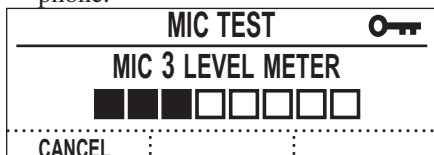
entry.

Diagnostics

Mic (Microphone) Test

1. From the Menu button, select Admin Setup, enter the passcode (if required) and select Phone System.
2. Select *MIC TEST* and highlight the microphone you wish to test. The microphones are numbered according to the following diagram.
3. Press the Select button.
 - ▶ The testing microphone's LED will glow red.
 - ▶ The testing microphone will begin sampling at a 1 Hertz rate, 50% duty cycle.
 - ▶ The display will show a meter that modulates according to the relative sample received by the testing microphone.

If a testing microphone's meter indicates that it is receiving an atypically low or high sample, despite appropriately controlled input, contact Polycom Technical Support.



Console SPKR (Speaker) Test

You can select an acoustic test signal to drive through the SoundStation 2W 's speaker for speaker testing and to sample the room acoustics.

1. From the Menu button, select Admin Setup, enter the passcode (if required) and select Phone System.
2. Select CONSOLE SPKR TEST and highlight the desired signal.

► Sine Sweep is a test signal consisting of a 100 Hertz to 14,000 Hertz sine wave whose frequency is swept according to a linear progression of frequency as a function of time, or $(t)=A*\sin(kt)$.

► One kiloHertz Tone is a constant tone generated at exactly 1,000 Hertz.

► White Noise is a signal whose energy is distributed uniformly among all frequencies within a band of interest, which for the SoundStation 2W

3. Press the Select button to activate the signal.

EXT (External) SPKR (Speaker) Test

The External SPKR Test works as described in Mic Test on page XX. In the External SPKR Test, the test signal is driven through the audio output device that you have connected such as a speaker, subwoofer, or PA system.

Aux Out Spec. Table

Restore Defaults

Restoring the defaults will irretrievably remove all settings and data that have been entered since the SoundStation 2W was first installed.

► Phone Book entries and Speed Dial numbers are not lost when restoring all defaults.

1. From the Menu button, select Admin Setup, enter the passcode (if required) and select Phone System.
2. Select Restore Defaults and press the

The External SPKR Test signals can be used for the VTX subwoofer, but output signal levels with the subwoofer will not exceed 300 Hertz. (Is this info required??)

OK soft key if you wish to restore defaults or the **Cancel** soft key to return to the Diagnostics submenu without restoring defaults.

Upgrade Software?

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.

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: 2HWW402B-SS2W. If requested, this number must be provided to the telephone company.

- FCC Registration Number: US: 2HWW402B-SS2W
- Ringer Equivalence Number (REN): 0.25
- Facility Interface Code (FIC): 02LS2
- Service Order Code (SOC): 9.0Y
- USOC Jack Type: RJ11W

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 W 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 W, for repair or warranty information, please contact Polycom Inc. (+1.408.526.9000). 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.

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

IMPORTANT:

The antenna used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

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 compa-

ny 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.

CE Mark R & TTE Directive (expand?)

This SoundStation® 2W has been marked with the CE mark. This mark indicates compliance with EEC Directives 89/336/EEC, 73/23/EEC 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.

Declaration of Conformity

Hereby, Polycom Ltd. declares that this SoundStation® 2W is in compliance with the essential requirements and other

relevant provisions of Directive 1999/5/EC.

Konformitetserklæring

Herved erklærer Polycom Ltd., at indestående SoundStation® 2W er i overensstemmelse med de grundlæggende

krav og de relevante punkter i direktiv 1999/5/EF.

Konformitätserklärung

Hiermit erklärt Polycom Ltd., dass der SoundStation® 2W die grundlegenden Anforderungen und sonstige maßgebliche

Bestimmungen der Richtlinie 1999/5/EG erfüllt.

(Insert Arabic notation)

Vaatimustenmukaisuusvakuutus

Polycom Ltd. vakuuttaa täten, että SoundStation® 2W on direktiivin 1999/5/

EC keskeisten vaatimusten ja sen muiden tätä koskevien säännösten mukainen.

Australia

Mains Powered POT's Voice Telephony Without Emergency 000 Dialing

Japan

VCCI Class B

