# Polycom®

User Guide

Contents

Introduction

Thank you for choosing Polycom's VoiceStation™ 500. VoiceStation™ 500 uses Polycom's unique Acoustic Clarity Technology to provide clear, full-duplex, two-way voice communication for your meetings. In addition, VoiceStation™ 500 adapts dynamically to the room environment to eliminate echoes and clipping. Three built-in microphones pick up sound all around the room so you can speak naturally and be easily understood.

Please review this User Guide before using the phone. Save this User Guide for future reference.

Please take a moment now to complete and mail your VoiceStation™ 500 registration card, or register online at www.polycom.com.

Parts List
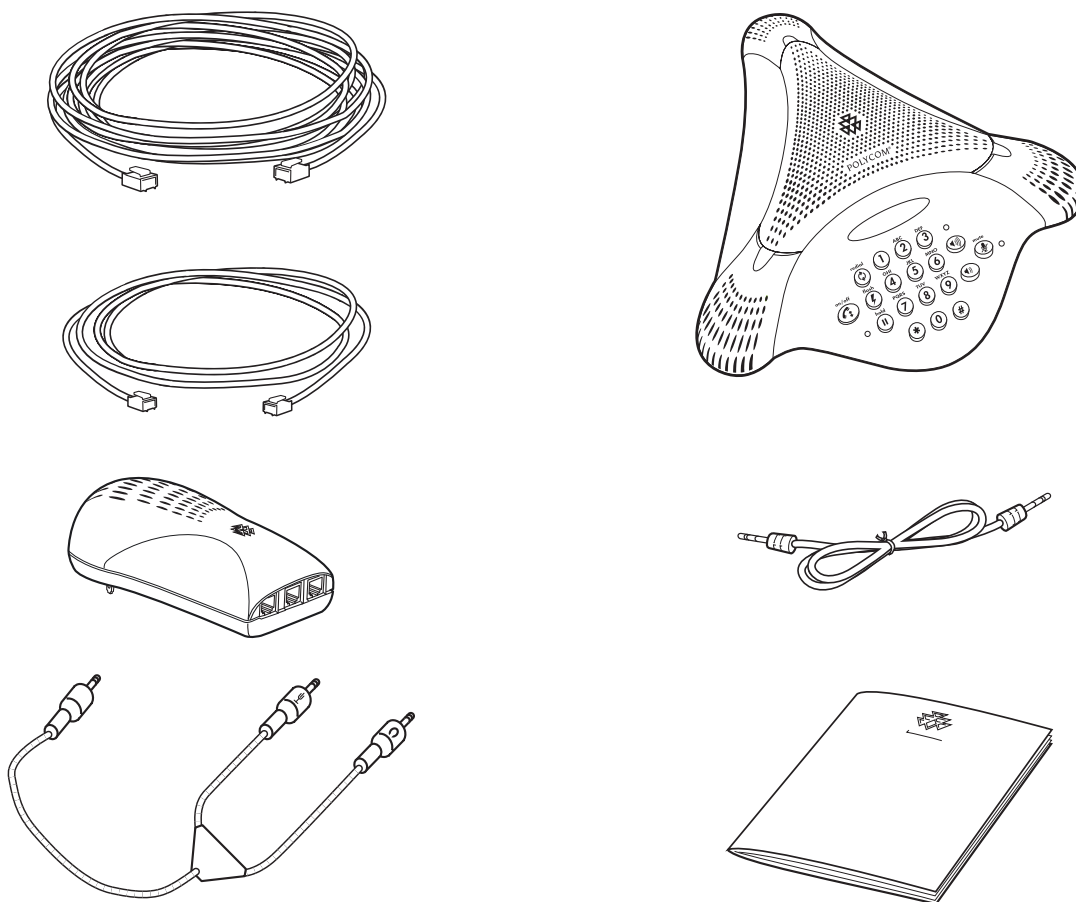
*Note: Refer to Quick Start Guide for additional information.*

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For Best Performance

► Place VoiceStation™ 500 in the center of a table or desk.
► Locate VoiceStation™ 500 in a room with soft furnishings such as carpets, curtains, and sound-absorbing walls and ceilings.
► Keep papers and other objects away from your VoiceStation™ 500.
► Speak at normal volume.
► Speak toward your VoiceStation™ 500.
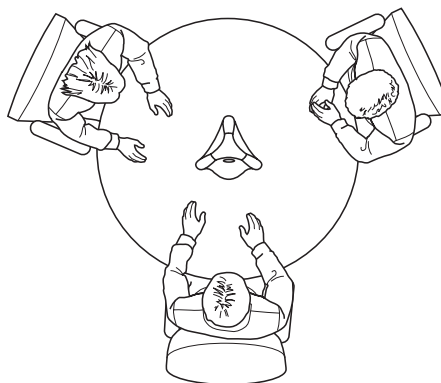
Installing VoiceStation™ 500

1. Connect one end of the long console cable to the bottom of the phone.
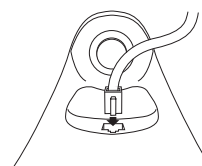
2. Insert the Power Supply plug into a nearby electrical outlet.

3. Connect the other end of the long console cable to the bottom of the Power Supply. VoiceStation™ 500 will run a brief self-test, and then you will hear a tone. If you don't hear the tone, verify that the outlet is working and the power is switched on.

4. Connect the short telephone cable to the Power Supply. Your System Administrator can help you to identify a standard analog phone line.
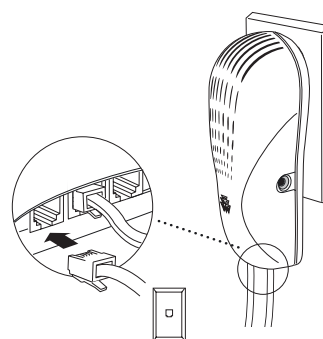
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5. Connect the other end of the short telephone cable to a jack wired for a standard analog phone line.

► Do not plug the VoiceStation™ 500 into a digital telephone network. Doing so may damage the phone.

6. Place VoiceStation™ 500 in the center of the room on a flat, stable surface and press the Volume Up and Volume Down buttons to adjust the Ringer.

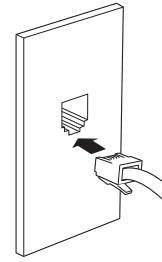► The Ringer has three modes: High, Low, and Off. The Ringer sounds when you press the Volume buttons to indicate current status.

> ► *When the On/Off indicator light is on, the Volume buttons control the sound level of the speaker.*
> ► *When the On/Off indicator light is off, the Volume buttons control the ringer volume.*

7. Press the On/Off button to obtain a dial tone.

► If you do not hear a dial tone, you may not be connected to an analog telephone line. For assistance, contact your System Administrator.

Using VoiceStation™ 500

The Polycom® VoiceStation™ 500 supports three modes of operation:

*   POTS Audio
*   Bluetooth Audio (headset and hands-free profile)
*   Wired Audio Mode (2.5mm)

The Link Indicator is off when the phone is in normal POTS mode. The Link Indicator will be slowly flashing blue when the VoiceStation™ 500 is in Bluetooth mode, and it will be solid amber when the phone is in Wired Audio mode (with a cable connected).

When in POTS mode, inserting a 2.5mm cable enables Wired Audio Mode. To enter Wired Audio Mode, press the Mode button. The amber link indicator will come on. It is possible to make/answer Bluetooth and POTS calls when in Wired Audio Mode. For more information, refer to 'Changing between calls in Wired Audio Mode' on Page 15.

POTS Mode

Keypad

Dialing a Number

Example:

Answer a Call

Press the button when VoiceStation™ 500 rings.

Adjust Speaker Volume

When a call is in progress, press the Volume Up or
Volume Down button to adjust the sound level.

Microphone Mute

Press the Mute button to turn off the microphones
and prevent the other party from hearing your
conversation. The red indicator lights near the
microphones will be on. The speaker is still active
and you can hear the other party. Press the Mute
button again to resume two-way communication. The
red indicator lights will go out.

Pair with Bluetooth Device

Press the Mode button for 3 seconds to initiate pairing mode. For more information, refer to Using Bluetooth Audio.

Special Features

Your telephone system may provide special features such as Call Waiting, Conference, or Transfer which can be accessed by pressing this key. Ask your System Administrator for more information on special features available with your phone system.

End a Call

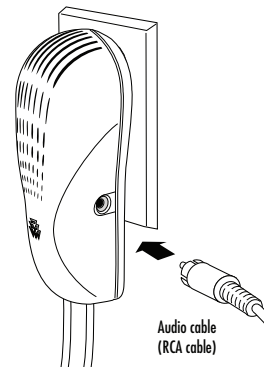Press the On/Off button to end the call.

Redial

Press the Redial button.

Record a Conversation

Plug the end of a cable with RCA-type connectors into the Aux Out jack on the Power Supply. Plug the other end of the cable into the Aux In jack of your tape recorder.

Audio cable
(RCA cable)

Private Conversations

Plug a telephone into the data port on the VoiceStation™ 500 wall module. Press the Hold button to place the call on hold, then pick up the receiver of the telephone connected to the data port. You may also connect a fax machine or computer modem to the data port.

Wall Module

Data port options

DATA

Telephone

Fax Machine
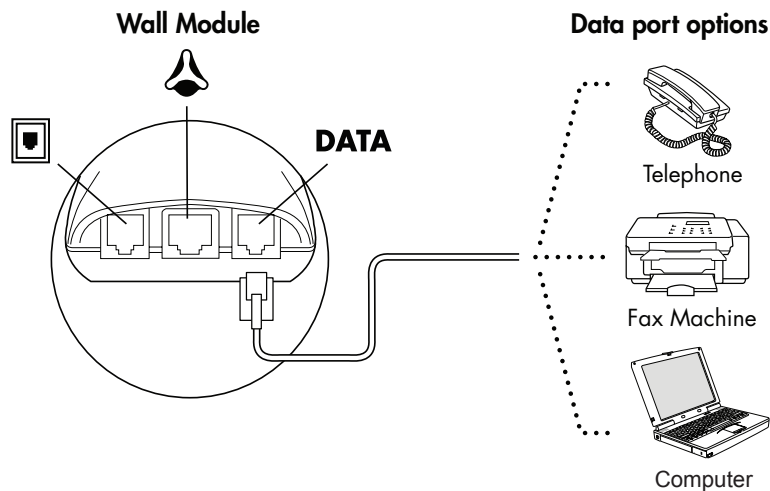
Computer

Using Bluetooth Audio

Bluetooth Mode is an additional new mode of operation offered by the VoiceStation™ 500. This feature enables you to combine the convenience of a mobile phone or computer calling application with the acoustics of a conference phone. For example, if you were in a call on your mobile telephone, you could connect your mobile phone via Bluetooth to the VoiceStation™ 500 and use its speaker and microphones to continue your conversation and include everyone in the room in the conversation.

Bluetooth Mode on the VoiceStation™ 500 provides increased flexibility to conference anywhere, even in environments where there are no analog lines or telephony infrastructure.

Bluetooth mode can be established in one of three ways:

• Manually establish a Bluetooth connection with VoiceStation™ 500 from a previously unpaired mobile phone (see instructions below), or;
• Manually establish a Bluetooth connection with VoiceStation™ 500 from a previously paired mobile phone (select "PLCM VS500" from a list of paired devices on your mobile phone), or;
• Press the Mode button to go to Bluetooth Mode. At this point, pressing the On/Off button on VoiceStation™ 500 will initiate a Bluetooth link to the last paired mobile phone that it was connected to. Once connected it will establish the Bluetooth mode without further user action. During this time, the Link Indicator will be solid blue. If a Bluetooth link cannot

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be established within 60 seconds, VoiceStation™ 500 will revert to POTS mode.

Initiating Bluetooth Mode:

Configuring the VoiceStation™ 500 for Bluetooth Mode
1. Press the Mode button to enter Bluetooth mode. The blue Mode LED should be on (either slow blinking or steady).

2. Press the Mode button again. Hold for at least 3 seconds and ensure the blue LED is fast blinking (discovering).

   You will hear a series of tones on VoiceStation™ 500 indicating that your Bluetooth device has discovered and paired with the VoiceStation™ 500.

   On your Bluetooth device, select VS500 as the discovered device and when prompted for the Password, enter '0000'. Once the Bluetooth-enabled device is paired and linked with VoiceStation™ 500, the blue LED should be steady (On). A confirmation tone will also be heard on the VoiceStation™ 500.

3. Refer to the following sections for use with either a mobile phone or computer.

Using VoiceStation™ 500 with Bluetooth-Enabled Mobile Phone:

Making and ending a Bluetooth mobile phone call
1. Press the Mode button to enter Bluetooth mode. The blue Mode LED should be on (steady).

2. Dial the phone number on the Bluetooth-enabled mobile phone or press the On/Off button on VoiceStation™ 500 to dial the last dialed number on the mobile phone.

3. When finished, terminate the call as you normally would with your mobile phone, computer or press the On/Off button on VoiceStation™ 500.

Answering a mobile phone call on VoiceStation™ 500
1. Ensure the mobile phone is paired and linked with the VoiceStation™ 500. See "Initiating Bluetooth Mode" for more information.

2. When the mobile phone rings, answer the call on your mobile phone as you normally would or

3. Press the On/Off button on the VoiceStation™ 500.

Ending the mobile phone call using VoiceStation™ 500
1. Disconnect the call on your mobile phone as you normally would, or ;

2. Press the On/Off button on the VoiceStation™ 500.

Redialing the last dialed number using VoiceStation™ 500
• Press the On/Off button on VoiceStation™ 500 to dial the last dialed number on the mobile phone. NOTE: If you are in Bluetooth mode and want to make a POTS call, you must first push the Mode button to exit Bluetooth mode, then press the On/Off button to initiate the POTS call.

Transferring audio between VoiceStation™ 500 and mobile phone (for privacy)

1. Dial a telephone call according to the directions in "Making and ending a Bluetooth mobile phone call".
2. To transfer the audio from the VoiceStation™ 500 to the mobile phone, press the * button.

3. To transfer the audio from the mobile phone back to the VoiceStation™ 500, press the * button again.

Changing between mobile phone calls using VoiceStation™ 500

• Use the Flash function on your mobile phone to change between the two phone calls.

Muting a call on VoiceStation™ 500

• Press the Mute button on the VoiceStation™ 500 to mute/unmute a call as described in the "POTS Mode" section of this User Guide.

Changing Volume

• Press the Volume Up/Down buttons on the VoiceStation™ 500 to adjust the volume to the desired level as described in the "POTS Mode" section of this User Guide.

Recording a Bluetooth audio call

• Please refer to the 'Record a Conversation' as described in the "POTS Mode" section of this User Guide.

Making a POTS call while in Bluetooth mode

1. If you are in a call using your Bluetooth device, place the call on hold by pressing the Mode button on the VoiceStation™ 500 and ensure that no LED is lit. If you do not press the Mode button to exit Bluetooth mode, the last number dialed will automatically be dialed again when

you press the On/Off button.

2. Press the On/Off button on the VoiceStation™ 500 to get the POTS dial tone.

3. Dial the call using the keypad of the VoiceStation™ 500.

4. To end the call, press the On/Off button on the VoiceStation™ 500.
5. To resume the Bluetooth call, press the Mode button on the VoiceStation™ 500.

Changing between calls in different modes (POTS to/from Bluetooth)

1. To make a POTS call while in Bluetooth mode, press the Mode button, press the On/Off button, then dial the phone number. When complete, press the On/Off button. Press the Mode button to return to the call in Bluetooth mode.

2. To answer a POTS call while in Bluetooth mode, press the On/Off button.

Disconnecting Bluetooth link using VoiceStation™ 500

• Press and hold the Mode button for 3 seconds while in Bluetooth mode. You should see the steady blue LED turns to slow blinking with an audible beep.

Using VoiceStation™ 500 with Bluetooth-Enabled Computer(s):

Configuring the VoiceStation™ 500 for Bluetooth Mode

1. Press the Mode button to enter Bluetooth mode. The blue Mode LED should be on (either slow blinking or steady).

2. Ensure you have turned on the Bluetooth mode. Press and hold the Mode button for at least 3 seconds and ensure the blue LED is fast blinking (discovering). You will hear a series of tones on VoiceStation™ 500 indicating that your Bluetooth device has discovered the VoiceStation™ 500.

On your Bluetooth device, select PLCM VS500 as the discovered device and when prompted for the Password, enter '0000'. (Follow the prompts on your computer) Once the Bluetooth-enabled device is paired with VoiceStation™ 500, the blue LED should be steady (On). A confirmation tone will also be heard on the VoiceStation™ 500.

Making and ending computer calls
1. Press the On/Off button on VoiceStation™ 500 to link to the computer.

2. Dial the phone number.

3. When finished, terminate the call as you normally would with your computer.

Answering a computer call
1. Ensure the mobile phone is paired with the VoiceStation™ 500.

2. When the computer call rings, answer it as you normally would on the computer.

Ending the mobile phone call using VoiceStation™ 500
• Disconnect the call on your mobile phone as you normally would.

Redialing the last dialed number using VoiceStation™ 500 for computer calls
• Not available.

Transferring audio between VoiceStation™ 500 and computer
1. In order to transfer audio from VoiceStation™ 500 and the computer (or vice-versa), you must de-link the two devices. You can do so in two ways:
• Press and hold the Mode key for at least 3 seconds on the VoiceStation™ 500.
• From your computer calling application, right-click your mouse and follow the instructions to de-link the Bluetooth connection.

Changing between computer calls using VoiceStation™ 500
• Not available.

Muting a call on VoiceStation™ 500
• Press the Mute button on the VoiceStation™ 500 to mute/unmute a call as described in the "POTS Mode" section of this User Guide.

Changing Volume
• Press the Volume Up and Volume Down buttons on the VoiceStation™ 500 to adjust the volume to the desired level as described in the "POTS Mode" section of this User Guide.

Recording a call
• Please refer to the 'Record a Conversation' as described in the "POTS Mode" section of this User Guide.

Making a POTS call while in Bluetooth mode on computer
1. If you are in a call using your Bluetooth device, place the call on hold by pressing the Hold button on the VoiceStation™ 500.

2. Press the On/Off button on the VoiceStation™ 500 to place a POTS call.

3. Dial the call using the keypad of the VoiceStation™ 500.

4. To end the call, press the On/Off button on the VoiceStation™ 500.

5. Press the Hold button on the VoiceStation™ 500 to resume the call with the Bluetooth device.

Changing between calls in different modes (POTS to/from Bluetooth)

1. To make a POTS call while in Bluetooth mode, press the Mode button, press the On/Off button, then dial the phone number. When complete, press the On/Off button. Press the Mode button to return to the call in Bluetooth mode.

2. To answer a POTS call while in Bluetooth mode, press the On/Off button.

Disconnecting Bluetooth link using VoiceStation™ 500

• Press and hold the Mode button for three seconds. You should see the blue LED turn to slow blinking and hear an audio beep.

Use the provided mobile phone connector cable to connect your mobile phone to the VoiceStation™ 500's 2.5mm audio input/output jack. The mobile phone connector cable will plug into a standard 2.5mm headset jack on your mobile phone. A headset adaptor may be necessary to adapt your mobile phone to this connector. Adaptors are widely available at electronics stores and mobile phone outlets for universal hands-free kits. Polycom® also offers hands-free adaptor kits for Nokia, Samsung, Sony Ericsson and Siemens brand mobile phones. Please contact your local sales representative for more information about these adapter kits.

You can also use the provided Computer Calling Cable with the VoiceStation™ 500's 2.5mm audio jack. The Computer Calling Cable allows you to make calls over the Internet using the VoiceStation™ 500. This feature enables you to combine the convenience of Internet phone calls via applications such as Skype, AIM, MSN Messenger, Yahoo! Messenger, and corporate IP softphones, with the audio quality of Polycom's legendary conference phones. Simply plug the Computer Calling Cable into your VoiceStation™ 500 on one end, and then connect the cable to the sound card connectors on your desktop computer or laptop.

When in POTS mode, inserting a 2.5mm cable enables Wired Audio Mode. To enter Wired Audio Mode, press the Mode button. The amber link indicator will come on. It is possible to make/answer Bluetooth and POTS calls when in Wired Audio Mode. For more information, refer to 'Changing between calls in Wired Audio Mode' on Page 15.

When you are in active Wired Audio Mode it is possible to receive an incoming POTS call. To pick up an incoming POTS call

you simply press the On/Off button and the link indicator will turn off. This indicates that you are now in POTS mode. As soon as you are done with your POTS call, you can press the Mode button again so that the amber link indicator appears, and you are now back in Wired Audio mode.

Configuring the Wired Audio Mode:

1. Insert one end of mobile phone cable with 2.5 mm connector into the 2.5mm phone jack on the VoiceStation™ 500 and the other into your mobile phone or computer.
2. Press the Mode button to enter Wired Audio Mode. The Amber LED should be on.

Using Wired Audio Mode to make phone calls:

Making and ending a phone call in Wired Audio Mode
1. Make sure the VoiceStation™ 500 is set up as described in the "Configuring the Wired Audio Mode" section above.

2. Dial the phone number from the device connected to the VoiceStation™ 500.

3. When finished, terminate the call as you normally would with your mobile phone or computer.

Answering a call in Wired Audio Mode
1. Make sure the VoiceStation™ 500 is set up as described in the "Configuring the Wired Audio Mode" section above.

2. When the incoming call ring is heard, answer it as you normally would.

Redialing the last dialed number in Wired Audio Mode
- Redial the last number using the mobile phone or computer connected to the VoiceStation™ 500.

Transferring audio between devices in Wired Audio Mode
- The connector cable (mobile phone or computer) with 2.5 mm connector needs to be removed from the mobile phone or computer.

Changing between calls in Wired Audio Mode
The Mode button can be used to swap between the POTS, Bluetooth and the Wired Audio calls:
1. Making/Answering a POTS call when in Wired Audio Mode: Press the Mode button, press the On/Off button, make/answer the phone call. The Amber LED should not be lit. When finished, press the On/Off button, then press the Mode button again.

2. Making/answering a Bluetooth call when in Wired Audio Mode: Press the Mode button, then make/answer the phone call. The Bluetooth LED should be on (blue). When finished, press the Mode button again. The LED should return to amber.

Muting a call on VoiceStation™ 500
1. Press the Mute button on the VoiceStation™ 500 to mute/unmute a call as described in the "POTS Mode" section of this User Guide or;

2. The mobile phone Mute/Unmute button can be used.

Changing Volume
1. Press the Volume Up/Down buttons on the VoiceStation™ 500 to adjust the volume to the desired level as described in the "POTS Mode" section of this User Guide or;

2. Use the mobile phone to adjust the volume.

Recording an audio call
- Please refer to the 'Record a Conversation' section of this User's Guide as described in the "POTS Mode" section of this User Guide.

Disconnecting Wired Audio Mode on VoiceStation™ 500
1. End the phone call as you normally would.
2. Unplug the cable from the 2.5mm port on the side of the VoiceStation™ 500. The amber LED should turn off, bringing the VoiceStation™ 500 to POTS mode.

Adjusting Microphone Settings on Computer (Optional):

For best audio performance when using the Computer Calling Cable with VoiceStation™ 500, be sure to turn on "Mic Boost" in the Windows® XP Sounds and Audio Devices menu as shown below. (Settings may vary depending on Operating System.)

Start → Settings → Control Panel → Sounds and Audio Devices → Audio → Sound Recording → Volume → Microphone (Advanced) → Mic Boost "ON"

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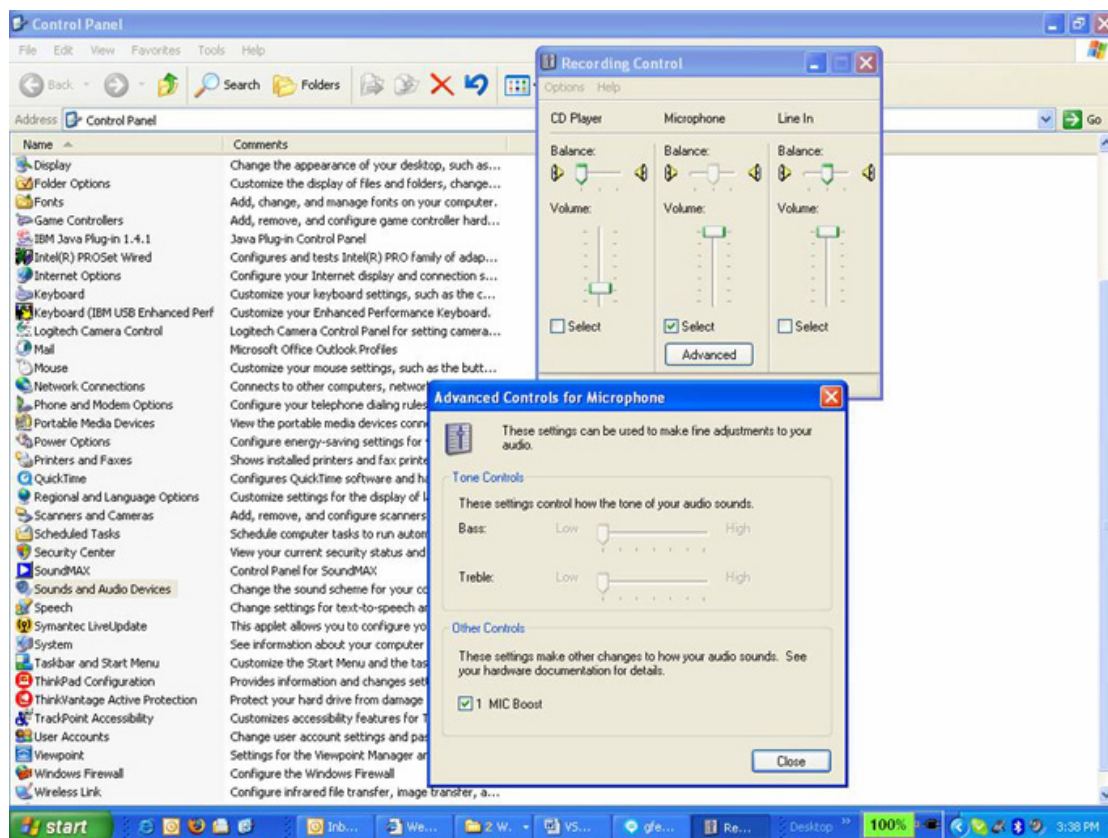
Maintenance

Clean the VoiceStation™ 500 with a soft, dry cloth.
Do not use alcohol- or petroleum-based cleaners.

Troubleshooting

No Dial Tone

- ► Check that all connections are correct and tight.
- ► Make sure the short cable is connected to a standard analog phone line.
- ► Try a different telephone line.

Phone Does Not Ring

- ► Adjust the Ringer with the Volume up button.

Short Silences, Echoes, or Clipped Speech

- ► Do not move VoiceStation™ 500 while it is in use.
- ► Keep your hands away from the phone during calls.
- ► Keep papers, cups, coffee pots, and other objects away from the phone.
- ► At the beginning of a call, allow each speaker present to speak in turn for a few moments to enable the phone's electronics to adjust to the acoustic environment.
- ► The other party may be using low quality equipment or a half-duplex conference bridge, in which case there is no solution.

Muffled or "In a Well" Reception

- ► Speak closer to the phone so that the microphones pick up your speech more accurately.
- ► Add more sound absorbency to the room.

Excessive Noise

- ► Noisy equipment such as a computer or fan may make it difficult to hear the other party. Both parties should turn off noisy equipment.
- ► Try calling again to see if a different line provides a better connection.

Physical Damage

- ► If physical damage is severe enough that the internal parts become visible, disconnect the VoiceStation™ 500 immediately.
- ► Do not reconnect to the network until the VoiceStation™ 500 has been repaired.

Polycom Limited Warranty

Polycom warrants to the end user that the system will be in good working order on the date Polycom or its authorized reseller delivers or installs the system, whichever is later (Warranty Date). If you notify Polycom or its Authorized Dealer within one year of the Warranty Date that the system is not in good working order, Polycom will, without charge , repair or replace, at its option, the system components that are not in good working order. Repair or replacement parts may be new or refurbished and will be provided on an exchange basis. If Polycom determines that your system cannot be repaired or replaced, Polycom will remove the system and, at your option, refund the purchase price of your system or apply the purchase price towards the purchase of another Polycom system. A summary of Polycom maintenance coverage may be obtained from Polycom by calling 1.800.451.0995 (in the continental U.S. only). If you purchased your system from a Polycom Authorized Dealer, contact your reseller for the details of the maintenance plan applicable to your system. This Polycom limited warranty covers damage to the system caused by power surges. Polycom will not be responsible under this limited warranty for damages resulting from:

► Failure to follow Polycom's installation, operation, or maintenance instructions.
► Unauthorized system modification, movement, or alteration..
► Unauthorized use of common carrier communication services accessed through the system.
► Abuse, misuse, negligent acts or omissions of the customer and persons under the customer's control; or
► Acts of third parties and acts of God.

Polycom's obligation to repair, replace, or refund, as set forth above, is your exclusive remedy. Except as specifically set forth above, Polycom, its affiliates, suppliers, and dealers make no warranties, express or implied, and specifically disclaim any warranties of merchantability or fitness for a particular purpose.

Limitations of Liability

The liability of Polycom and its affiliates and suppliers for any claims, losses, damages, or expenses from any cause whatsoever (including acts or omissions of third parties), regardless of the form of action, whether in contract, tort, or otherwise, shall not exceed the lesser of: (1) the direct damages proven; or (2) the repair cost, replacement cost, license fee, annual rental charge, or purchase price, as the case may be, of the equipment that gives rise to the claim. In no event shall Polycom and its affiliates and suppliers be liable for any incidental, special, reliance, consequential, or indirect loss or damage arising out of or in anyway in connection with the use of the equipment. As used in this paragraph, consequential damages include, but are not limited to, the following: lost profits, lost revenues, and losses arising out of unauthorized use (or charges for such use) of common carrier telecommunications services or facilities accessed through or connected to the equipment. For personal injury caused by Polycom's negligence, Polycom's liability shall be limited to proven damages. No action or proceeding against Polycom or its affiliates or

suppliers may be commenced more than twenty-four (24) months after the cause of action accrues.

THIS PARAGRAPH SETS FORTH THE EXCLUSIVE REMEDY FOR ANY CLAIMS, LOSSES, DAMAGES OR EXPENSES ASSOCIATED WITH THE EQUIPMENT AND REGARDLESS OF A FAILURE OF ESSENTIAL PURPOSE.

Copyright

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.

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: 2HWTE09BVOICEST. If requested, this number must be provided to the telephone company.

- FCC Registration Number: US: 2HWTE09BVOICEST
- Ringer Equivalence Number (REN):   0.9B
- Facility Interface Code (FIC):   02LS2
- Service Order Code (SOC):   6.0Y
- USOC Jack Type: RJ11C

If this equipment VoiceStation™ 500 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 VoiceStation™ 500, 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.

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

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

CE Mark R & TTE Directive (EU Only)

This VoiceStation™ 500 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.

Polycom Ltd. tímto prohlašuje, že tento VoiceStation™ 500 je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.

Undertegnede Polycom Ltd. erklærer herved, at følgende udstyr VoiceStation™ 500 overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

Hiermit erklärt Polycom Ltd., dass sich das Gerät VoiceStation™ 500 in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

Käesolevaga kinnitab Polycom Ltd. seadme VoiceStation™ 500 vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

Hereby, Polycom Ltd., declares that this VoiceStation™ 500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Por medio de la presente Polycom Ltd. declara que el VoiceStation™ 500 cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Polycom Ltd. ΔΗΛΩΝΕΙ ΟΤΙ VoiceStation™ 500 ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕΚ.

Par la présente Polycom Ltd. déclare que l'appareil VoiceStation™ 500 est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

Con la presente Polycom Ltd. dichiara che questo VoiceStation™ 500 è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

Ar šo Polycom Ltd. deklarē, ka VoiceStation™ 500 atbilst Direktīvas 1999/5/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.

Šiuo Polycom Ltd. deklaruoja, kad šis VoiceStation™ 500 atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

Hierbij verklaart Polycom Ltd. dat het toestel VoiceStation™ 500 in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

Hawnhekk, Polycom Ltd., jiddikjara li dan VoiceStation™ 500 jikkonforma mal-ħtiġijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.

Alulírott, Polycom Ltd. nyilatkozom, hogy a VoiceStation™ 500 megfelel a vonatkozó alapvetõ követelményeknek és az 1999/5/EC irányelv egyéb elõírásainak.

Niniejszym Polycom Ltd. oświadcza, że VoiceStation™ 500 jest zgodne z zasadniczymi wymaganiami oraz innymi stosownymi postanowieniami Dyrektywy 1999/5/WE

Polycom Ltd. declara que este VoiceStation™ 500 está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Polycom Ltd. týmto vyhlasuje, že VoiceStation™ 500 spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

Polycom Ltd. vakuuttaa täten että VoiceStation™ 500 tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Härmed intygar Polycom Ltd. att denna VoiceStation™ 500 står I överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

Hér með lýsir Polycom Ltd. yfir því að VoiceStation™ 500 er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC

Polycom Ltd. erklærer herved at utstyret VoiceStation™ 500 er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

IMPORTANT NOTE

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20cm between the radiator and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

New Zealand Compliance Info

Important Notice:

Under power failure conditions, this telephone may not operate. Please ensure that a separate telephone, not dependent on local power, is available for emergency use.

This device may be subject to ringing or Bell tinkle when certain other devices are connected to the same line. If this occurs the problem should not be referred to the Telecom Faults Service.

This equipment may not provide for effective hand-over of a call to another device connected to the same line.

General Warning:

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

Quality of Speech when this Polycom VoiceStation™ 500 is connected to the "Internet":

Telecom is not interested in the quality of service when this Polycom VoiceStation™ 500 is connected to the internet. The Telepermit issued for this product applies only to the product when connected to the Telecom network. If trouble arises when the product is connected to the "Internet" do not call the Telecom Fault Service.

Japanese Compliance Info

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。

Australia Compliance Info

Warning:

This equipment will be inoperable when mains power fails.

South Africa Compliance Info

Important Notice to South African customers:

Polycom recommends the use of an external surge suppressor when installing any of the following products:

► VoiceStation™ 300
► VoiceStation™ 500

A standard DM surge protector (Telkom license number: MIS/19) is available from:

Design Modifications CC
Att: Petrus Geyser
P.O. Box 15245
Sinoville 0129
South Africa
Tel: (082) 452 0269
Fax: (012) 711 0872

Russia Compliance Info

Approved by GOST-R

ME04

http://www.polycom.com

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